

# ISO 9001:2015 Quality Management Systems Introduction Training Course



## COURSE OVERVIEW

The ISO 9001:2015 standard is an integral part of an organisation's efforts towards the broader aim of sustainable development. It also promotes ISO 9001 as a tool for improving an organisation's overall performance.

The objective of this course is to provide learners with an overview of the purpose and requirements of ISO 9001:2015.

DURATION: 1 Day	DELIVERY: Virtual Instructor Led Training (VILT)
ACCREDITATION: SGS	LANGUAGE: English



IMPROVE CUSTOMER SATISFACTION  
AND RAISE QUALITY AWARENESS



## LEARNING OBJECTIVES

Upon completion of this course, learners will be able to:

- Explain the purpose and benefits of a quality management system;
- Outline the structure and content of ISO 9001 and its relationship with ISO 9000;
- Explain the specific quality management related requirements of ISO 9001.

Learners will need to demonstrate acceptable performance in these areas to complete the course successfully.

## AUDIENCE

This course is design for anyone who requires knowledge of ISO 9001:2015 or needs to develop their skills in implementing or auditing a quality management system to improve products and services for their customers.

## PRIOR KNOWLEDGE

Before starting this course, it is recommended that learners have prior knowledge of:

- Management systems and understand the Plan-Do-Check-Act (PDCA) cycle.
- The concepts of quality management and the relationship between quality management and customer satisfaction.
- Commonly used quality management terms and definitions, as given in ISO 9000.

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## COURSE CERTIFICATION

On completion of this course:



- Learners who have been in attendance for the full duration of the course will be issued with a “Certificate of Attendance”.

## COURSE CONTENT

### INTRODUCTION TO THE ISO 9000 SERIES OF MANAGEMENT SYSTEMS STANDARDS

- Explain the purpose a QMS and the benefits of improving quality performance.
- Describe the reason for the development of management system standards based on Annex SL and explain the structure of ISO 9001:2015.
- Be aware of the development and application of the ISO 9000 family of standards and recognise key terms and definitions contained in ISO 9000.
- Explain the management system process approach.
- Identify and explain the seven principles of quality management.

### ISO 9001:2015: OVERVIEW AND CLAUSES 4 - 6

- Describe the structure of ISO 9001:2015.
- Interpret the scope and application of ISO 9001:2015.
- Review the requirements of ISO 9001:2015 Clauses 4, 5 and 6.

### ISO 9001:2015: CLAUSE 7

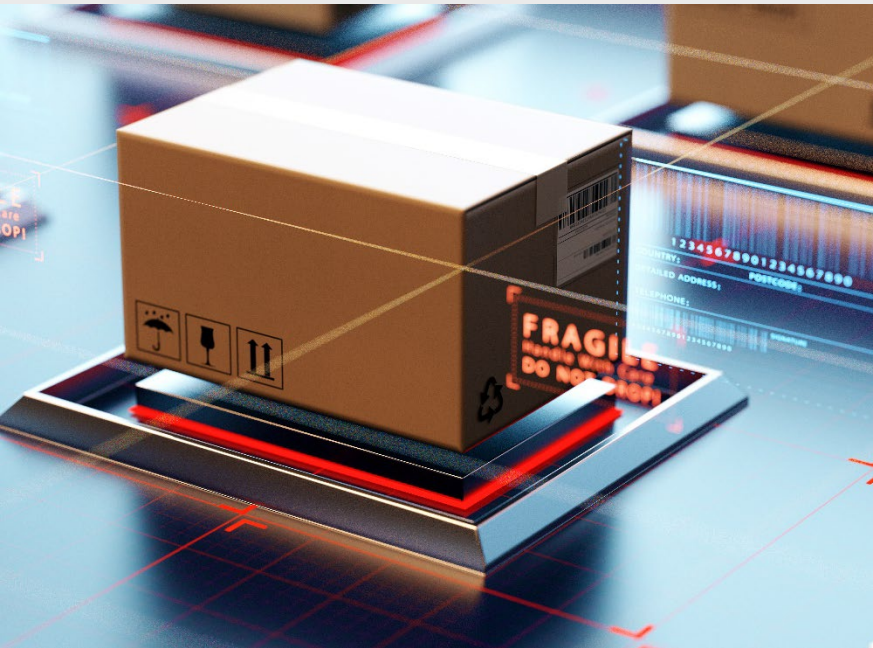
- Review the requirements of Clauses 7.1 to 7.5.

### ISO 9001:2015: CLAUSE 8

- Review the requirements of Clauses 8.1 to 8.7.

### ISO 9001:2015: CLAUSES 9 - 10

- Review the requirements of Clauses 9.1 to 10.3.



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