

ISO 9001:2015 Quality Management Systems Training Course eLearning Bundle



SGS BUNDLE COURSES

Whether you are new to your field and learning your role or looking to strengthen your core skills within your organisation, SGS Bundled Courses will provide you with access to the training you need and can be completed at your own pace and in any order. Save money with our course bundles and get the most out of your time with SGS.

DURATION: 180 minutes

DELIVERY: eLearning

ACCREDITATION: SGS

LANGUAGE: English

IMPROVE CUSTOMER SATISFACTION
AND RAISE QUALITY AWARENESS

LEARNING OBJECTIVES

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

- Establish systematic processes that will give customers confidence by improving the quality of the products and services you provide.
- Address risks by incorporating the Plan-Do-Check-Act (PDCA) model into the management system processes to make the most of any opportunities.
- Promote a proactive culture that will consistently provide products and services that meet customer, statutory and regulatory requirements.
- Use quality management principles to improve customer satisfaction and raise quality awareness.
- Successfully plan and implement a management system based on an ISO standard.
- Manage the implementation and the project team using project management principles and techniques.
- Ensure changes to processes and procedures are communicated, and everyone is trained to support and contribute to the management system objectives.
- Complete an objective evaluation of your organisation's current performance to ensure the processes are in place and operating as intended.
- Plan and prepare activities in readiness for an internal audit of the quality management system against ISO 9001:2015 following ISO 19011:2018 and ISO/IEC 17021-1 as applicable
- Confirm that the organisation is compliant with its policies, procedures and associated documents using the auditing principles and process.
- Evaluate the management systems' effectiveness by gathering objective evidence for continuous improvement.

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.

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COURSE CERTIFICATION

On completion of this course:



- The SGS certificate is available to download once you have achieved a pass mark of 80% or more in the final assessment which completes this course.
- You have 12 months access to this course, effective from the date of purchase.

COURSE CONTENT

INTRODUCTION COURSE

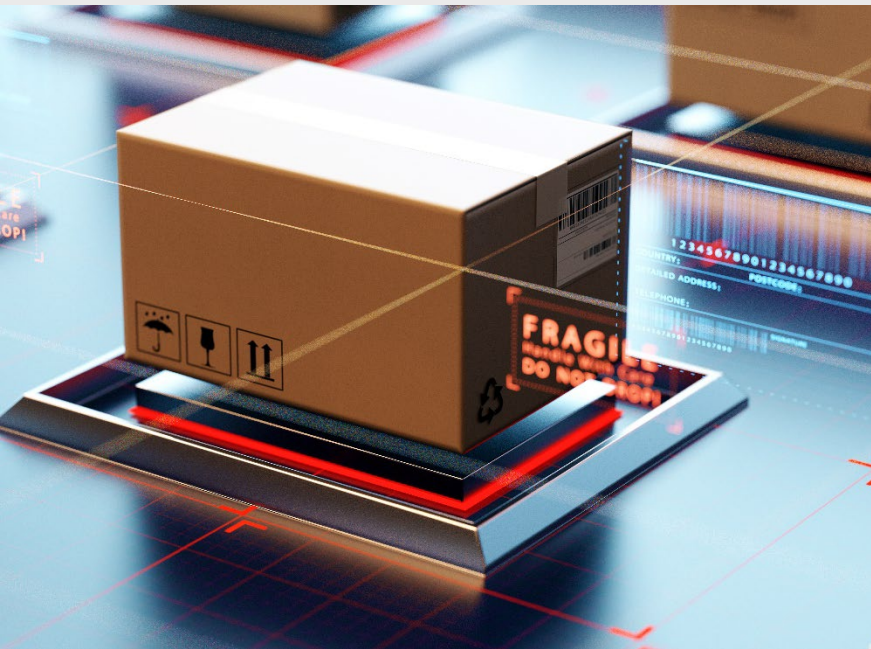
- Introduction to quality management, background and relationship with other management system standards.
- A high-level framework, clauses, process approach and risk-based thinking.
- Process evaluation and improvement to control and reduce undesired effects from internal and external issues.
- Planning for risk to ensure the management system will achieve its objectives.
- Leadership commitment and responsibilities.
- Support and what's needed for the management system to operate effectively.
- Performance review and monitoring to identify any actions required for the correction and continual improvement of the management system.

IMPLEMENTATION COURSE

- Get buy-in and communicate the benefits
- Analyse the current business state
- Plan the implementation
- Design and document the system
- Steps to certification

INTERNAL AUDITOR COURSE

- Audit types and the principles of auditing
- Roles, responsibilities and competencies
- Planning, scheduling and preparing audit documents and activities
- Conducting the audit (verifying audit evidence against the audit schedule)
- Audit review (CAR's and opportunities for improvement)
- Follow up and closeout activities following the management review



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