



*Empowering & Inspiring Excellence*

Company Registration No. 2014/063827/07

## **ISO 9001:2015 Quality Management System Implementation (3 days)**

### **Overview**

ISO 9001 Quality Management System course helps participants to continually monitor and manage the quality of the organization's performance across all operations. This course will assist you to develop the knowledge and skills required to fully implement an ISO 9001:2015 Quality Management System (QMS) in line with the changes from 2008. An ineffective QMS can cost you time, money and customers. It is therefore important to get it right from the start. ISO 9001:2015 when correctly implemented will help your business consistently deliver and drive continual improvement in your products and services.

In this course you will gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 9001:2015. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation, monitor your QMS and achieve continual quality improvement. Participants will also acquire skills to plan and prepare the documents required to effectively implement a quality management system in line with the requirements for ISO 9001:2015 certification. Participants will understand the changes in ISO 9001:2015, reasons for the significant changes, the impact of the changes onto an organization and audits and how to implement the changes. The course is highly interactive with emphasis on active involvement of participants in group-work, brainstorming sessions, quizzes and reflection which will help in assimilating and consolidating their understanding of the requirements.

### **Course Objectives (Expected Outcomes)**

- Describe the basics of Quality Management Systems
- Gain the needed knowledge to update the company's ISO 9001 documentation;
- Learn how to implement the changes in ISO 9001 requirements;
- Gain from the improvements that the new revision of ISO 9001:2015 brings
- Understand the key changes between ISO 9001:2008 and ISO 9001:2015
- Identify what needs to be revised in your current QMS to comply with ISO 9001:2015

### **Course Overview**

- **Overview of Quality**
  - Quality Management Systems
  - ISO 9000 series – Objectives of ISO 9000 – Its role in the organization
  - What is ISO 9001?, What ISO 9001 requires

- Basic Aspects of an ISO 9001 System – define the role of P-D-C-A Concept in the design, development and implementation of the ISO 9000 Quality Management System.
  
- **From ISO 9001:2008 to ISO 9001:2015**
  - Brief overview of ISO 9001:2008 to ISO 9001:2015
  - Why has the standard been revised?
  - What are the major differences?
  - What benefits does the new version bring?
  - Updating your ISO 9001:2008
  
- **Implementation of ISO 9001:2015**
  - Implementation plan
  - ISO 9001:2015 Terminology and Concepts
  - To define ISO Quality Manual, Standard and Procedures. Key elements of ISO 9001:2015.
  - The 8 Quality Management Principles
  - Clause Structure: Mandatory procedures.
  - To define and describe the core standards of ISO 9000 in terms of Clause 4, Clause 5, Clause 6, Clause 7 and Clause 8.
  - Functional role of organizational mapping of processes and activities in the enhancement of high performance of operational programmes.
  - The interaction/integration of ISO 9001 with other ISO Standards (ISO 22000, ISO 14001) and OHSAS 18000 Standard.
  - Preparing for certification

### **Who should attend?**

The course is designed for Quality Assurance Managers, Management Representatives, ISO 9001 Implementation Teams, and quality management system auditors

### **Assessment**

- Formative assessment through quizzes, workshop discussions and case studies
- Examination at the end of the course.
- Assignment to develop an ISO 9001:2015 implementation plan for your own work place.
- Full attendance of the course is essential for a certificate to be issued

### **Entry requirements**

All delegates should have reasonably good understanding of English

An understanding of quality management principles & concepts and basic requirements of ISO 9001:2008

**Duration of the course: 3 Days**

**Cost:** See price list

Training can be arranged **in-house** for 5 or more participants and this has an added advantage of practical application at the learner's workplace. Special discounts for larger groups of more than 20 people will also be offered.

**Venues (Public Courses):**

**Durban:** Three Cities, Urban Park Hotel, 60 Meridian Drive, Umhlanga Ridge.

**Johannesburg:** City Lodge Hotel Sandton – Hill Road & Rivonia Road, Morningside, Johannesburg.

**Pretoria:** Protea Hotel Manor Hatfield, 1050 Burnett Street Entrance on Festival Street, Hatfield, 0083 (5 minutes-walk from Gautrain Hatfield Station)

**Cape Town:** City Lodge Hotel Victoria & Alfred Waterfront - Corner Dock and Alfred Roads, Waterfront

**For Further Information on our training courses, or to register for a course, please contact us on:**

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