

# informat®tech



QUALITY AND PRODUCTIVITY | QP-006

# ISO 9001:2015 Requirements and Implementation

## UK

+44 33 000 111 90  
info@informat®tech.co.uk  
[https://informat®tech.uk](https://informat<span>®</span>tech.uk)  
63-66 Hatton Garden Hatton Garden  
EC1N 8LE , London

## NL

+31 85 74 444 46  
info@informat®tech.nl  
[https://informat®tech.nl](https://informat<span>®</span>tech.nl)  
Waarderweg 50 - 2031PB  
Haarlem - Netherlands

Tel : +44 (33) 000 111 90

Our mailing address is:  
63-66 Hatton Garden, EC1N 8LE, London

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# Course content

## Why Attend

Why Attend ISO 9001:2015 is the world's most widely recognized Quality Management System (QMS) standard, helping organizations improve operational efficiency, customer satisfaction, and continual improvement. This course provides participants with a practical understanding of ISO 9001:2015 requirements and the skills needed to plan, implement, maintain, and improve an effective Quality Management System.

**Course Methodology** The course combines presentations, workshops, practical exercises, case studies, group discussions, implementation planning activities, and real-world examples to help participants understand and apply ISO 9001:2015 requirements effectively.

**Course Objectives** By the end of this course, participants will be able to:

- Understand the structure and requirements of ISO 9001:2015
- Apply risk-based thinking within a Quality Management System
- Develop and implement a QMS aligned with ISO 9001 requirements
- Conduct gap analyses and implementation planning activities
- Establish quality objectives, performance indicators, and monitoring systems
- Prepare for internal audits and certification assessments
- Promote continual improvement and organizational excellence

## Target Audience

- Quality managers and professionals
- Internal auditors
- Compliance and governance professionals
- Operations managers and supervisors
- Process owners and department managers
- Consultants involved in management systems implementation



# Course content

## Target Audience

- Professionals responsible for quality improvement initiatives

## Target Competencies

- Quality management systems
- ISO 9001 implementation
- Process management
- Risk-based thinking
- Internal auditing
- Continuous improvement
- Performance measurement
- Compliance management

## Course outline

### Day 1: ISO 9001:2015 Fundamentals and Quality Management Principles

- Understanding the evolution, purpose, and benefits of ISO 9001:2015
- Exploring key terminology and concepts used within quality management systems
- Understanding risk-based thinking and its application within organizational processes
- Applying the process approach to improve organizational performance
- Understanding the Plan-Do-Check-Act methodology and continual improvement principles
- Exploring the seven Quality Management Principles and their practical application
- Understanding the High-Level Structure and its role in management system integration

### Day 2: Understanding ISO 9001:2015 Requirements

- Understanding organizational context and stakeholder expectations



# Course content

## Course outline

- Exploring leadership responsibilities and commitment to quality management
- Reviewing planning requirements and risk-based approaches within the QMS
- Understanding support requirements, including resources, competence, awareness, and communication
- Managing documented information effectively within a quality management system
- Understanding operational planning and process management requirements
- Reviewing performance evaluation and continual improvement requirements

### Day 3: Planning a Quality Management System Implementation

- Reviewing different approaches to quality management and operational excellence
- Understanding the relationship between quality systems and continual improvement frameworks
- Identifying internal and external factors affecting organizational performance
- Determining stakeholder requirements and expectations
- Conducting gap analyses to assess current practices against ISO 9001 requirements
- Defining QMS scope, boundaries, and implementation priorities
- Practical exercises on context analysis, gap assessment, and implementation planning

### Day 4: Developing and Implementing the QMS

- Establishing quality policies, objectives, and implementation plans
- Developing effective documentation and process management systems
- Defining roles, responsibilities, and accountability within the QMS
- Communicating quality requirements and organizational changes effectively
- Implementing monitoring and measurement systems for performance evaluation
- Developing meaningful quality metrics and key performance indicators
- Practical workshop on process design, documentation, and performance measurement



# Course content

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### Day 5: Internal Auditing, Certification, and Continual Improvement

- Understanding the role of internal audits in maintaining QMS effectiveness
- Developing risk-based internal audit programs and schedules
- Applying continual improvement techniques and corrective action methodologies
- Understanding management review processes and organizational performance evaluation
- Preparing for certification audits and external assessments
- Reviewing certification processes and best practices for audit readiness
- Course review, action planning, and implementation roadmap development



# Seminar dates

## Available seminar dates

Live dates and pricing for ISO 9001:2015 Requirements and Implementation generated from the course details page.

Date	Location	Format	Fee
Dates on request	Venue on request	Classroom	<b>Contact us</b>
<b>Live online option</b>		Online delivery is available at €1,850.-.	