informatech

QUALITY AND PRODUCTIVITY | QP-006

ISO 9001:2015 Requirements and Implementation

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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

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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	**Contact us**

Live online option	Online delivery is available at €1,850.-.