



MiChem Dynamics
LEADING CHANGE

ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS IMPLEMENTATION TRAINING

ISO 9001:2015, the international standard specifying requirements for quality management systems, is the most prominent approach to quality management systems. A quality management system (QMS) is a formalised system that documents processes, procedures, and responsibilities for achieving quality policies and objectives. This international standard employs the process approach, which incorporates the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking.

During this course we explore the clauses of the ISO 9001:2015 and suggest how to implement them within the organisation's quality management system.



THE COURSE WILL RUN OVER A PERIOD OF 3 DAYS

WHO SHOULD ATTEND THIS COURSE:

- Individuals directly involved in the establishment, implementation and/or maintenance of the Quality Management System based on ISO 9001:2015.
- Organisation's management team.
- Management representatives.

MINIMUM ENTRY REQUIREMENTS:

- Fluency in English writing and reading skills

TUITION:

- Training material included (English)
- Certificate of attendance or competence (based on outcome of assessment) will be issued on successful completion of training

LEARNING OUTCOMES:

- Developing a typical framework for implementing ISO 9001:2015 following the PDCA cycle.
- Understanding and implementing key concepts and requirements of ISO 9001:2015.
- Developing specific documented information as required by the ISO 9001:2015.

COURSE CONTENT:

DAY 1

- INTRODUCTION
 - Purpose of ISO 9001
 - Process approach
 - PDCA-Cycle
 - Risk-based thinking
 - Management principles
 - ISO 9001 Standard structure
- ISO 9001:2015 – PLAN
 - Clause 4: Context of the organisation
 - Clause 5: Leadership

DAY 2

- ISO 9001:2015 – PLAN continue
 - Clause 6: Planning
 - Clause 7: Support
- ISO 9001:2015 – DO
 - Clause 8.1: Operational planning and control
 - Clause 8.2: Requirements for products and services
 - Clause 8.3: Design and development of products and services
 - Clause 8.4: Control of externally provided processes, products and services

DAY 3

- ISO 9001:2015 – DO continue
 - Clause 8.5: Production and service provision
 - Clause 8.6: Release of products and services
 - Clause 8.7: Control of nonconforming outputs
- ISO 9001:2015 – CHECK
 - Clause 9.1: Monitoring, measurement, analysis, and evaluation
 - Clause 9.2: Internal audit
 - Clause 9.3: Management review
- ISO 9001:2015 – ACT
 - Clause 10.1: General
 - Clause 10.2: Nonconformity and corrective action
 - Clause 10.3: Continual improvement
- THE ISO 9001 CERTIFICATION PROCESS
 - Benefits to an organisation for implementing a QMS
 - Advantages of certification
 - The certification process

