

# Foundations for Implementing ISO 9001 Quality Management Systems

## What is it?

ISO 9001 Quality Management helps you continually monitor and manage quality across all operations. It outlines how to achieve and benchmark consistent performance in the way you work and meet your objectives. You may have already completed our Introduction to ISO 9001 training or be familiar with the quality management standard. So now you can take next steps towards implementing your own ISO 9001 quality management system with this course.



## Why do I need it?

You may not have a quality management system in place, but you want to apply ISO 9001 to your business. Both the standard and this course are designed for organizations of all sizes and sectors, so this is the ideal way to begin implementation from scratch. You will interpret ISO 9001 requirements and how to apply these, reviewing current processes and identifying ways to improve them. We'll guide you in using essential tools and techniques throughout the entire process, from planning to implementing and preparing your ISO 9001 quality management system for assessment.

## How will I benefit?

With ISO 9001 you can become a more consistent competitor in your marketplace with increased revenue and high value customers. And that's because better quality management empowers you to work in a way that meets customer needs. By the end of the course you will understand how to apply the principles of quality management. **And you will have the foundations in place to cut costs, grow profit and improve operational performance.** Your staff will also have the knowledge and confidence to meet the ISO 9001 standard every day.

## What will I learn?

This two-day course will consolidate your knowledge of ISO 9001 and help you understand how to build a quality management system. You will identify the roles and responsibilities involved, review your current practices and use new techniques for better quality management. Plan your implementation programme from start to assessment: learning how documentation supports the system; gaining confidence to write policies; and establishing controls to measure performance. We will be with you every step of the way.

You can now download our course schedule by visiting [www.bsigroup.sg/training](http://www.bsigroup.sg/training) or call us at **+65 6270 0777** today

### How will I learn?

Quickly. We use accelerated learning techniques that encourage interaction and collaboration, keep the course varied and put your learning in context. Your tutors are the best in their field and will make sure your learning needs are met. You can choose between public or in-company courses tailored to your business – whatever delivers the most positive and successful outcome for you.

### Where will I learn?

You won't have to travel far to our first class venues. Our training venue is conveniently located in the Central Business District at AIA Tower, and is within a 5 minutes walk from the Raffles Place MRT.

### Who are we?

As the world's first National Standards body, our expertise in shaping business standards spans more than a century. Our tutors are skilled in transferring knowledge contained within each standard to help you embed excellence within your organization. With over 65,000 clients in 150 countries world-wide, you can trust BSI to help you perform better, reduce risk and grow sustainably.

### Why train with us?

We've trained and audited thousands of businesses using the same standards so we can genuinely benchmark performance. And we can take you from beginner to certification quickly then support you with follow-up courses and webinars – and all this for the price of your course.

### Did you know?

More than one million companies are already certified to the ISO 9001 Quality Management standard.

### What our customers say

"Course material and feedback on questions were excellent. It's given me a lot to take back to educate staff and management."

"The course was delivered at a good pace – I feel confident that my knowledge has increased considerably and look forward to implementation of ISO9001."

"Covered all expectations and clarified areas of uncertainty, providing sufficient information to confidently begin the implementation process."

### Next step

To book this course, call one of our dedicated training experts at **+65 6270 0777** or download our course schedule online at **[www.bsigroup.sg/training](http://www.bsigroup.sg/training)**

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