



BSI Training Academy

BS EN 9110:2018 Requirements training course

Essential information about the course

Level **1C**

EN 9110 is the internationally recognized Quality Management System (QMS), that's been developed specifically for aerospace Maintenance Repair and Overhaul (MRO) organizations whether on contract or permanent basis. It helps these organizations to continually improve, focus on meeting customer requirements, and ensure customer satisfaction.

Our two-day BS EN 9110 requirements training course is relevant for aerospace MRO companies of all types and sizes. It's a great place to start and an excellent introduction to the standard. Packed with practical workshops, group discussions and classroom learning, our expert tutors will make sure you complete the course feeling confident that you can apply the knowledge as soon as you step back inside your organization.

Our course agenda

Day one

- The importance and benefits of an BS EN 9110 Quality Management System (QMS)
- History of the standard, the role of the IAQG, and supporting standards
- BS EN 9110, ISO 9001 and the High Level Structure (Annex SL)
- Terms and definitions of BS EN 9110
 - Quality Management Principles
 - Risk-based thinking
 - Process
 - Process approach
 - Plan-Do-Check-Act (PDCA)
 - Aerospace process effectiveness
- Introduction to BS EN 9110
 - Context of the organization
 - Leadership
 - Planning for the QMS
 - Support

Day two

- Operation
 - Operational planning and control
 - Requirements for products and services
 - Design and development of products and services
 - Control of externally provided processes, products and services
 - Production and service provision
 - Release of products and services
 - Control of nonconforming outputs
- Performance evaluation
 - The PEAR
- Improvement
 - Nonconformity and corrective action
- Reflection and feedback

Book today at
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We want to make sure you have the best learning experience possible. That's why we offer a range of training courses from beginner to expert. We create a positive learning environment so you retain the knowledge and acquire skills that will continue to be of use beyond the course.

Make sure this is the right course for you.

This is the course for you if:

- You are new to BS EN 9110 Quality Management
- Your knowledge needs a refresh
- If you're planning, implementing, or maintaining BS EN 9110
- If you're part of a team involved with BS EN 9110

What is the course like?

- Two days long
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials to take away

How will I benefit?

- Gain confidence in understanding the importance of an aerospace QMS
- Be ready to apply the knowledge in your own business
- Develop professionally
- Network with likeminded peers
- Receive a BSI certificate



Upon successful completion of your course, you'll receive an internationally recognized BSI certificate.

Why invest in training from BSI?

When you attend a BSI training course, our tutors are the best in the business. They're truly passionate about sharing their knowledge and ensuring you learn. Trusted experts with years of hands-on and business experience, they bring the subject matter to life with relevant and contemporary examples.

Training delivered at your site



This could be a convenient and cost-effective option, especially if you have multiple delegates.
Talk to one of our experts to find out more.

Next steps with the BSI Academy



Want to learn more? You may be interested:
BS EN 9100:2018 Requirements training course
ISO 9001:2015 Requirements training course

bsi.

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