



## Masterclass: ISO 9001 Quality Management Systems



### Essential information about the course

A masterclass is a five-day advanced training course that will give you a deeper understanding of management systems.

By developing this expertise, you'll be better equipped to implement the more challenging technical aspects of a management system standard or discipline. You'll also have the competence to improve an existing management system by evaluating the effectiveness of its implementation.

The masterclass explores key clause requirements, concepts and principles - as well as related standards and guidance.

This masterclass will provide you with the knowledge and skills to implement, maintain and improve the more technical aspects of a quality management system.

Using short presentations, discussions, self-reflection and classroom activities, this masterclass will delve into deeper technical areas, requirements and concepts than would be covered in an ISO 9001:2015 Lead Implementer training course.

An expert BSI tutor will be on hand to facilitate discussions, drawing on insights and experiences among the class. This will bring to life the concepts for designing and maintaining a QMS to achieve sustained success. It will enable you to maximize the applicability of your learning from the masterclass to your workplace.

The masterclass will cover the context of the organization and integration with business processes. It will cover awareness and exposure to quality-centric topics, as discussed in ISO 9004: 2018 (Quality management - Quality of an organization - Guidance to achieve sustained success) and other supporting standards and guidance as featured in ISO 9001:2015.

This masterclass will give you tools and techniques that can be combined and aligned with a quality management system (QMS) based on ISO 9001:2015. Used simultaneously, a QMS based on ISO 9001 and ISO 9004 will continuously drive improvement and aid the achievement of sustained success in performance.

## Our course agenda

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| <p><b>Day 1</b></p> <ul style="list-style-type: none"> <li>• Benefits to you, welcome and introductions</li> <li>• Course aims, objectives and structure</li> <li>• Summary/overview of ISO 9001</li> <li>• Introduction to the differences between ISO 9000, ISO 9001 and ISO 9004</li> <li>• Quality management principles</li> <li>• Process approach             <ul style="list-style-type: none"> <li>• Process</li> <li>• Process mapping</li> <li>• Process approach</li> <li>• Requirements considered essential to the adoption of the 'process approach'</li> <li>• Other relevant standards</li> <li>• Guidance to achieve sustained success</li> </ul> </li> </ul>  | <p><b>Day 2</b></p> <ul style="list-style-type: none"> <li>• Risk assessment             <ul style="list-style-type: none"> <li>• Process approach, foundation and structure of the standard in relation to risks and opportunities</li> <li>• Overview of strategic planning in QMS</li> <li>• Conducting organizational context review</li> <li>• Needs and expectations of interested parties</li> <li>• Establishing strategies for the QMS</li> <li>• A proactive QMS</li> </ul> </li> </ul>   |
| <p><b>Day 3</b></p> <ul style="list-style-type: none"> <li>• Risk assessment             <ul style="list-style-type: none"> <li>• Effective strategic control and monitoring</li> <li>• Application of the context into management review</li> <li>• Event corrective action and links to system risks and opportunities</li> <li>• Other relevant standards</li> <li>• Guidance to achieve sustained success</li> </ul> </li> <li>• Customer focus             <ul style="list-style-type: none"> <li>• Customer focus</li> <li>• Other relevant standards</li> <li>• Guidance to achieve sustained success</li> </ul> </li> <li>• Leadership             <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Leadership and commitment</li> <li>• Policy</li> <li>• Organizational roles, responsibilities and authorities</li> <li>• Other relevant standards</li> <li>• Guidance to achieve sustained success</li> </ul> </li> <li>• Engagement of people             <ul style="list-style-type: none"> <li>• Engagement of people</li> <li>• Other relevant standards</li> <li>• Guidance to achieve sustained success</li> </ul> </li> <li>• Relationship management             <ul style="list-style-type: none"> <li>• Relationship management</li> <li>• Outsourcing</li> </ul> </li> <li>• Reflection and feedback</li> </ul> | <p><b>Day 4</b></p> <ul style="list-style-type: none"> <li>• Relationship management (continued)             <ul style="list-style-type: none"> <li>• Outsourcing</li> <li>• Other relevant standards</li> <li>• Guidance to achieve sustained success</li> </ul> </li> <li>• Evidence-based decision making             <ul style="list-style-type: none"> <li>• Evidence-based decision making</li> <li>• Other relevant standards</li> <li>• Guidance to achieve sustained success</li> </ul> </li> <li>• Improvement             <ul style="list-style-type: none"> <li>• Improvement</li> <li>• Other relevant standards</li> <li>• Guidance to achieve sustained success</li> </ul> </li> <li>• Integrated use of management system standards</li> <li>• Quality management principles analysis consolidation and review process</li> </ul> |
| <p><b>Day 5</b></p> <ul style="list-style-type: none"> <li>• ISO/IEC 17021-3 Conformity assessment – Requirements for bodies providing audit and certification of management systems</li> <li>• (Reminder) Process effectiveness evidence</li> <li>• Preparation for final written exam</li> <li>• Examination</li> </ul>  | <p>Book today at<br/> <a href="https://www.bsigroup.com/training">bsigroup.com/training</a></p>   |

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

## Make sure the course is right for you

### Who is this course for?

This masterclass is for anyone involved in the detailed technical management and improvement of a QMS based on ISO 9001:2015. It is suitable for many roles including managers, consultants, team leaders and process managers/owners.

Please note: If you're more interested in the process of implementation, you will find our Implementation course more appropriate. If you're leading an implementation team and want to learn about the requirements, process and project management aspects of the implementation of a QMS, our Lead Implementer course is more suitable.

| What will I learn?  | What are the benefits?  |
|---|---|
| <p>You'll have the knowledge to:</p> <ul style="list-style-type: none"><li>• Communicate more challenging QMS requirements in detail, using supporting standards as applicable</li><li>• Explain the differences and applicability between ISO 9001 and ISO 9004</li><li>• Define quality management principles and how they are applied to a QMS</li><li>• Explore process-based topics aligned to ISO 9004, combined with an awareness of other associated standards and guidance</li><li>• Manage and evaluate, using ISO 9004 and other guidance, the more challenging topics of risk-based thinking, customer focus, leadership, engagement of people, relationship management, outsourcing, evidence-based approaches, improvement and the integrated use of management systems standards</li><li>• Communicate ISO/IEC 17021-3:2017 (Conformity assessment - Requirements for bodies providing audit and certification of management systems - Part 3: Competence requirements for auditing and certification of quality management systems) competency requirements and general process improvement techniques</li></ul> <p>You'll have the skills to:</p> <ul style="list-style-type: none"><li>• Use the in-depth guidance of ISO 9004 and supporting standards to support the management and improvement of a QMS</li><li>• Apply the themes running through ISO 9001/4 and use these to improve a QMS</li></ul> | <p>This masterclass will help you to:</p> <ul style="list-style-type: none"><li>• Have an in-depth understanding of the more challenging ISO 9001-based quality management systems (QMS) requirements</li><li>• Understand the importance of the utilization and interactions of ISO 9004, and other relevant associated standards and guidance</li><li>• Understand, with the use of ISO 9004, that this approach will provide the route map for achieving sustained success of QMS performance during and beyond implementation</li><li>• Use a logical step-by-step quality management principle approach in conjunction with ISO 9004</li><li>• Appreciate the integrated use of management systems standards</li></ul> |

**Prerequisites** - you are expected to have the following prior knowledge:

You'll need a working knowledge of quality and quality management systems. You should understand ISO 9001:2015 and the key principles of a QMS – either by attending our Requirements course (or equivalent) or direct experience.

## **Why invest in training from BSI?**

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 the skills that will continue to be of use beyond the course.

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 to enhance your learning.

Training delivered at your site 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 in:

ISO 9001 Requirements Training Course (1 day)  
ISO 9001 Implementation Training Course (2 days)  
ISO 9001 Lead Implementer Training Course (5 days)  
ISO 9001 Internal Auditor Training Course (2 days)  
ISO 9001 Lead Auditor Training Course (5 days)

**Find out more**

**Call: +27(0)12 004 0279**

**Email: [bsi.za@bsigroup.com](mailto:bsi.za@bsigroup.com)**