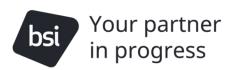


# ISO 9001 Implementation





## **Course descriptive**

Good businesses understand quality; great businesses implement it. An ineffective QMS can cost you time, money and customers. That's why it's important to get it right from the start. Implementing a framework based on ISO 9001:2015 helps your business consistently deliver and drive continual improvement in your products and services.

Gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 9001:2015. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation, monitor your QMS and achieve continual quality improvement.

#### **Pedagogical objectives**

- A typical framework for implementing ISO 9001:2015 following the PDCA cycle
- Considering key concepts and requirements of ISO 9001:2015 from an implementation perspective
- Implementing key concepts and requirements of ISO 9001:2015
- Specific documented information requirements of ISO 9001:2015
- Using gap analysis to conduct a baseline review of your current system.

#### Skills to be acquired

- Identify key benefits to your organization from implementing an effective QMS
- Develop a plan and determine the resources required for the implementation
- Apply good practice to the implementation using proven tools and techniques
- Implement a system that enables better response to customer requirements and market changes
- Provide products and services that consistently meet customer needs and enhance customer satisfaction.



## **Targeted audience**

Anyone involved in the planning, implementing, maintaining or supervising of an ISO 9001:2015 QMS.

## **Prerequisites**

You should have a good knowledge of ISO 9001:2015 and the key principles of a QMS. If not, we strongly recommend you attend our ISO 9001:2015 Requirements course.

#### **Duration**

2 days - 14 hours

## Pedagogical, technical and framing means

Course materials including:

- Introduction to the training, detailed program and security assignments
- Course presentation, theory and activities/ role plays
- Answers to the activities
- Videos
- Additional documents, distributed during the sessions, to use for the activities
- Attendance sheet to be signed

#### **Assessment specifics**

- Questionnaire to assess the knowledge at the end of the training
- Customer survey



# What is included?

- Course materials, provided electronically
- Letter of attestation
- Official certificate

# Agenda

# Day 1

Time	Topic
09:00	Benefits to you, welcome and introductions
	Course aim, objectives, and structure
	Quality Management System
	Implementing a Quality Management System
	Overall project management process and link to PDCA
	Understand the context of your organization
	Documented information
	Determine the need for documentation
	Conduct baseline gap analysis
	Project plan
	Process approach
	Determine your coherent system
	Leadership
	Planning for the QMS
	Your risks and opportunities
16:30	End of day 1



# Day 2

Time	Topic
09:00	Review of day 1 quiz
	Create your policy and objectives
	Support  • Determine knowledge and competence
	Operation  • Your processes, your criteria for external providers
	<ul> <li>Performance Evaluation</li> <li>Monitoring, measurement, analysis and evaluation</li> <li>Internal audit, management review &amp; improvement</li> <li>Integration: High Level Structure (HLS)</li> </ul>
	Course review and final questions
16:30	End of course



# **Agenda**

# Day 2

Time	Topic
09:00	Day 1 review
	KNOWLEDGE continued
	Purpose and benefits of an EnMS
	Terminology
	Plan-Do-Check-Act framework
	EnMS processes
	Explaining the difference: compliance vs conformance
	Role of the EnMS auditor
	EnMS documented information
	SKILLS
	Initiating the audit
	Document review
	Audit plan
	Work documents
	Opening meeting
	Observations
	Interviewing 'Top Management'
18:00	Close day 2

<sup>\*</sup>These training modules are eligible to the subsidizing by the public institutions in France (OPCO);

<sup>\*\*</sup>Each delegate receives a training convention after enrolment.

<sup>\*\*\*</sup>Please note that for the public sessions, you have until 48h before the start of the course to confirm your enrolment. For the in-house sessions, the deadline would be two weeks prior to the start of the course.

<sup>\*\*\*\*</sup>Should you be in a disabled situation, please contact us and indicate what details should be taken into account.

<sup>\*\*\*\*\*</sup>You can contact us on <a href="mailto:training.france@bsigroup.com">training.france@bsigroup.com</a> or **01 89 79 00 40**.