



ISO 9001 Implementation



Your partner
in progress

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 <ul style="list-style-type: none"> • Implementing a Quality Management System • Overall project management process and link to PDCA
	Understand the context of your organization
	Documented information <ul style="list-style-type: none"> • Determine the need for documentation
	Conduct baseline gap analysis <ul style="list-style-type: none"> • Project plan
	Process approach <ul style="list-style-type: none"> • Determine your coherent system
	Leadership
	Planning for the QMS <ul style="list-style-type: none"> • Your risks and opportunities
	End of day 1
16:30	

Day 2

Time	Topic
09:00	Review of day 1 quiz
	Create your policy and objectives
	Support <ul style="list-style-type: none">Determine knowledge and competence
	Operation <ul style="list-style-type: none">Your processes, your criteria for external providers
	Performance Evaluation <ul style="list-style-type: none">Monitoring, measurement, analysis and evaluationInternal audit, management review & improvementIntegration: High Level Structure (HLS)
	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

*These training modules are eligible to the subsidizing by the public institutions in France (OPCO);

**Each delegate receives a training convention after enrolment.

***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.

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

*****You can contact us on training.france@bsigroup.com or 01 89 79 00 40.