



ISO 9001 Requirements



Your partner
in progress



Course descriptive

In today's fast-paced environment, customers are more demanding and competition more intense. Delivering quality products and services is more crucial than ever for survival and long-term success. Having an internationally recognized Quality Management System (QMS) allows you to enhance organizational performance, increase customer satisfaction and gain a competitive edge.

Identify the structure and requirements of an effective QMS and what this means for you. Gain a thorough understanding of the history and development of ISO 9001:2015, key terms, definitions and the ISO standardized high level structure. You'll learn to interpret and apply the key concepts and principles of the standard to existing processes within your organization.

Pedagogical objectives

- Identify the key requirements and benefits of ISO 9001:2015
- Manage quality and drive continual improvement
- Take steps to ensure that quality is at the heart of your organization
- Attract and retain customers by meeting their current and future needs better.

Skills to be acquired

Upon completion of this training, delegates will be able to explain:

- The history and development of ISO 9001
- What is a Quality Management System (QMS)?
- The benefits of a QMS

Upon completion of this training, delegates will have the knowledge of:

- The terms and definitions used
- Key concepts, principles and structure
- The main requirements of ISO 9001

Targeted audience

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



Prerequisites

There are no formal prerequisites, however it will be useful for delegates to read the standard before attending the course.

Duration

1 day – 7 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	Welcome and introductions
	Course aims, objectives and structure
	ISO 9001:2015 Quality Management Systems Awareness <ul style="list-style-type: none">• What is a quality management system?• Benefits of a QMS
	Module 1: Key concepts and processes <ul style="list-style-type: none">• ISO 9001 history• Whowas involved in its development?• Key terms and definitions• Key concepts 1: Risk-based thinking• Key concepts 2: Process• Key concepts 3: Process approach• Key concepts 4: Plan-Do-Check-Act (PDCA)
	Module 2: Key concepts, principles and structure <ul style="list-style-type: none">• Key concept 5: Management principles• Key concept 6: Harmonized approach• Introduction to ISO 9001:2015
	Module 3: Clauses 4 and 5 <ul style="list-style-type: none">• Clause 4: Context of the organization• Clause 5: Leadership



Day 1

Time	Topic
09:00	Module 4: Clauses 6 and 7 <ul style="list-style-type: none">• Clause 6: Planning for the QMS• Clause 7: Support
	Module 5: Clause 8 <ul style="list-style-type: none">• Clause 8: Operation
	Module 6: Clauses 9 and 10 <ul style="list-style-type: none">• Clause 9: Performance evaluation• Clause 10: Improvement
16:30	Module 7: Course review and summary <ul style="list-style-type: none">• Reflection and feedback• Close of day

*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.