ISO 9001:2015

Introduction and Overview (live)

COURSE SYNOPSIS

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Introduction:

The course is designed to address the needs of a busy executive that has limited time to get to know the requirements of ISO 9001:2015. The interpretation of every clause of the standard targets those who have very limited or no understanding of ISO 9001.

The clauses of the standard are explained using the context of a business environment but may be applied to any organisation irrespective of type or size.

Course outcomes:

- Familiarity with the requirements of the standard at the level required to make informed implementation decisions.
- Understand the obligations of top management.
- Satisfy the ISO 9001 requirements for awareness training relating to the standard.

Who should attend:

- Top management
- Anyone in a management or supervisory role that manages business processes subject to requirements of the standard.

Benefits:

- Live online presentations, in the format of a webinar, allow for the course to be taken from any location and questions can still be asked on-the-fly.
- Facilitators are all extensively experienced in both implementing and auditing quality management systems.
- Clearly spoken, easy to understand language.
- Material is developed by registered lead auditors serving on ISO/TC 176 committees, input to course design is also from literature review of ISO/TC 176 observing member bodies.

Knowledge is efficiently gained through the use of live online presentations. This information is further supplemented by written notes and multiple-choice questions.

Online delivery of learning modules, in the format of a webinar, is conducted in segments of less than 3 hours per day over a two-day period. This duration includes both the presentation time and time for exercises and discussion.

The facilitator interacts with the class online to assess individual and online teamwork, monitor progress and answer questions. The class is also able to collaborate online in a secure environment under the guidance of the facilitator.

The ISO 9001:2015 standard is not provided as part of the courseware and should therefore be obtained before course commencement from your national standards body or from www.iso.org

Assessment scores result in one of two certificates, a 70% aggregate or more will receive a certificate of successful completion. A final aggregate of less than 70% will receive a certificate of participation.

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Timeline

Day 1

Time	Duration	Topic	Description
Per advertised start time	15 min	Introduction	Introduction of facilitator, administrative arrangements, structure of notes and technical guidance.
+15 min	45 min	Module 1	Introduction to ISO 9001:2015 and first five clauses: 1. Scope 2. Normative references 3. Terms and definitions 4. Context of the organization 5. Leadership
+1 hour	30 min	Exercise 1	Multiple choice questions to reinforce learning from module 1.
+1 hour 30 min	15 min	Exercise 1 feedback	Discussion of exercise answers that require further explanation.
+1 hour 45 min	45 min	Module 2	ISO 9001:2015 6. Planning 7. Support
+ 2 hours 30 min	20 min	Exercise 2	Multiple choice questions to reinforce learning from module 2.
+2 hours 50 min	10 min	Exercise 2 feedback	Discussion of exercise answers that require further explanation.
+ 3 hours		Close	

Day 2

Time	Duration	Topic	Description
Per advertised start time	5 min	Recapitulation	Reinforcement of key topics from day 1, answers to further questions and allowance for class to connect.
+ 5 min	30 min	Module 3	ISO 9001:2015 9. Operation (1)
+ 35 min	20 min	Exercise 3	Multiple choice questions to reinforce learning from module 3.
+ 55 min	10 min	Exercise 3 feedback	Discussion of exercise answers that require further explanation.
+ 1 hour 5 min	30 min	Module 4	ISO 9001:2015 9. Operation (2)
+ 1 hour 35 min	30 min	Exercise 4	Multiple choice questions to reinforce learning from module 4.
+ 2 hours 5 min	15 min	Exercise 4 feedback	Discussion of exercise answers that require further explanation.
+ 2 hours 20 min	30 min	Module 5	ISO 9001:2015 10. Performance evaluation and improvement
+ 2 hours 50 min	10 min	Open discussion	Q&A session to reinforce learning
+ 3 hours		Close	

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