



# ISO 9001:2015

Quality Management Systems (live)

COURSE SYNOPSIS

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## Introduction

The course is designed for those who have limited or no knowledge of ISO 9001 and wish to gain insight to the management arrangements needed to satisfy ISO 9001:2015.

The clauses of the standard are interpreted followed by an explanation of the management arrangements that can be used to achieve conformance. Particular emphasis is provided on Strategic analysis and the context of the organisation, risk based thinking and business process management. Where appropriate, implementation tools are discussed and examples presented.

## Course outcomes:

- Comprehensive understanding of quality management concepts, principles and the requirements of the ISO 9000:2015 series of standards.
- Understanding of some useful tools and techniques for implementation.

## Who should attend:

- This course builds a solid foundation for individuals currently working in, or wanting to develop themselves into, a quality management role.
- Anyone in a management or supervisory role that is responsible for processes or systems within the scope of an ISO 9001 quality management system.

## Benefits include:

- Comprehensive knowledge of the most important elements of quality management.
- Detailed understanding of the requirements of ISO 9001:2015.
- Facilitators are all extensively experienced in both implementing and auditing quality management systems.
- Material is developed by registered lead auditors serving on ISO working committees, input to course design is also from literature review of ISO observing member bodies.
- Clearly spoken, easy to understand language.
- 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.

Information delivered in presentations is supplemented by written notes, pro-forma templates, registers and plans.

Learning modules and assessment is conducted in five segments of approximately 3 hours per day over 5 days. This duration includes the delivery of presentations, participation in exercises, feedback and interactive discussions.

A facilitator interacts with the class online to assess teamwork, progress of candidates, 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 from your national standards body or from [www.iso.org](http://www.iso.org)

Learning is reinforced with exercises and assessments and 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	Quality concepts, quality principles, the role of legislation and good governance, reduction of waste and the latest members of the ISO 9000 family of standards.
+ 1 hour	15 min	Exercise 1	Individual exercise to address the role of the process participant in internal business processes.
+1 hour 15 min	15 min	Exercise 1 feedback	Group feedback
+ 1 hour 30 min	20 min	Module 2	Evolution of Quality Techniques; product and service Quality through the TQM phase to current techniques.
+1 hour 50 min	15 min	Exercise 2	Multiple choice exercise to reinforce learning from modules 1 and 2.
+ 2 hours 05 min	10 min	Exercise 2 feedback	Discussion of exercise answers that require further explanation.
+ 2 hours 15 min	40 min	Module 3	Introduction to process management.
+ 2 hours 55 min	5 min	Q&A	Open discussion to reinforce learning.
+3 hours		Close	

#### Day 2

Time	Duration	Topic	Description
Per advertised time	5 min	Recapitulation	Reinforcement of key topics from day 1, answers to further questions and allowance for class to connect.
+ 5 min	20 min	Exercise 3	Facilitated identification of activities that comprise a simple process.
+ 25 min	40 min	Module 4	Introduction to ISO 9001:2015 and interpretation of <ol style="list-style-type: none"> <li>1. Scope</li> <li>2. Normative references</li> <li>3. Terms and definitions</li> <li>4. Context of the organization</li> <li>5. Leadership</li> </ol>
+ 1 hour 5 min	30 min	Exercise 4	Multiple choice questions to reinforce learning from module 4.
+ 1 hour 35 min	15 min	Exercise 4 feedback	Discussion of exercise answers that require further explanation.
+ 1 hour 50 min	25 min	Module 5	Theory of a Systems Approach to management. <ul style="list-style-type: none"> <li>- Ludwig von Bertalanffy</li> <li>- PESTEL and other strategy models</li> <li>- ISO perspective and terminology</li> </ul>
+ 2 hours 15 min	40 min	Exercise 5	Team exercise – establish external context of an organisation.
+ 2 hours 55 min	5 min	Q&A	Open discussion to reinforce learning.
+ 3 hours		Close	

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### Day 3

Time	Duration	Topic	Description
Per advertised time	5 min	Recapitulation	Reinforcement of key topics from day 2, answers to further questions and allowance for class to connect.
+ 5 min	15 min	Exercise 5 feedback	Group feedback and discussion of example solutions.
+ 20 min	45 min	Module 6	Introduction to ISO 9001:2015 and interpretation of 6. Planning 7. Support
+ 1 hour 5 min	20 min	Exercise 6	Multiple choice questions to reinforce learning from module 6.
+ 1 hour 25 min	10 min	Exercise 6 feedback	Discussion of exercise answers that require further explanation.
+ 1 hour 35 min	60 min	Module 7	Risk management theory and demonstration of Risk and Opportunity Register.
+ 2 hours 35 min	25 min	Module 8	Documentation structure, benefits, type and format.
+ 3 hours		Close	

### Day 4

Time	Duration	Topic	Description
Per advertised time	5 min	Recapitulation	Reinforcement of key topics from day 3, answers to further questions and allowance for class to connect.
+ 5 min	30 min	Module 9	Control of documented information; authoring, review, a approval, publishing, distribution and change.
+ 35 min	30 min	Exercise 7	Review documented procedure dealing with control of documented information.
+ 1 hour 5 min	15 min	Exercise 7 feedback	Group feedback and discussion of example solutions.
+ 1 hour 20 min	25 min	Module 10	Control of records as it pertains to quality management and business continuity.
+ 1 hour 45 min	15 min	Exercise 8 & feedback	Categorise document types.
+ 2 hours	30 min	Module 11	Measurement and standardisation. Uniformity and physical constants for achievement of quality, International System of units (SI), World Standards Cooperation and other relevant bodies, Accreditation and related standards, and traceability of measurement.
+ 2 hours 30 min	30 min	Exercise 9	Questions to reinforce learning from module 11.
+ 3 hours		Close	

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## Timeline

### Day 5

Time	Duration	Topic	Description
Per advertised time	5 min	Recapitulation	Reinforcement of key topics from day 4, answers to further questions and allowance for class to connect.
+ 5 min	15 min	Exercise 9 feedback	Group feedback and discussion of example solutions.
+ 20 min	40 min	Module 12	Introduction to ISO 9001:2015 and interpretation of 8. Operation
+1 hour	30 min	Exercise 10	Multiple choice questions to reinforce learning from module 12.
+ 1 hour 30 min	15 min	Exercise 10 feedback	Discussion of exercise answers that require further explanation.
+ 1 hour 45 min	45 min	Module 13	Introduction to ISO 9001:2015 and interpretation of 9. Performance evaluation 10. Improvement Annex A and B
+ 2 hours 30 min	30 min	Q&A	Open discussion to reinforce learning and closing remarks.
+ 3 hours		Close	
	Own time	Final test	