



ISO 9001 – Implementation of the QMS (Onsite – 4 Days, 32 Hours)

Training Description:

Employees will learn the process to effectively implement a Quality Management System within the company. In addition, trainees will learn the critical components of effectively managing improvements and compliance of a Quality Management System.

Training Objective:

Success will be measured by the successful completion of this module and having learned about;

- How to turn on the 'system' (Roll out of QMS)
- Understanding how the documentation applies to each job
- Why is training important, and how we determine if it has been effective?
- How one fits into the Quality Policy?,
- How to manage and continually improve the QMS,
- How to recognize compliance?
- How to ensure that the major drivers i.e., Internal Audit, Corrective/Preventive Actions and the Management Review are corresponding.

Skill Attainment:

Employees will not only learn the what is necessary for ISO, but will learn how to implement a system for the long-term success of our company and any future organization they join by taking with them the ISO learning.



ISO 9001 Implementation of QMS Requirements

Learn to properly implement all phase 2 items over training period in segments to assure success. Learn how to perform a Gap Analysis, Readiness Review to assure successful registration. Additionally, Learn

- How to use the Context of the organization
- How to use Risk Based Thinking throughout
- How to use the created Documented Information
- How to turn on the 'system' (Roll out of QMS)
- Understanding how the documentation applies to each job
- Why is training important, and how we determine if it has been effective?
- How one fits into the Quality Policy?
- How to manage and continually improve the QMS
- How to recognize compliance?
- How to ensure that the major drivers i.e. Risk Based thinking, Internal Audit, Corrective Actions and the Management Review used in improving the company's strategic direction

Prepare / Conduct a management review using the established procedure(s)

Develop an agenda template and discuss who should participate. What topics should be included for an effective management review will be covered such as

- Status of actions from previous management reviews
- Changes in external and internal issues that are relevant to the quality management system
- Information on the performance and effectiveness of the quality management system, including trends in:
 - Customer satisfaction and feedback from relevant interested parties
 - The extent to which quality objectives have been met
 - Process performance and conformity of products and services
 - Nonconformities and corrective actions
 - Monitoring and measurement results
 - Audit results
 - Performance of external providers
- The adequacy of resources
- The effectiveness of actions taken to address risks and opportunities
- Opportunities for improvement
- Learn how to use the information by top management to assure
- Opportunities for improvement
- Any need for changes to the quality management system
- Resource needs



Training will address how to facilitate the meeting as organizing management.

Training on the use of suitable methods for monitoring and, where applicable, measurement of the quality management system processes.

How to determine, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made.

Training on how to include data generated as a result of monitoring and measurement and from other relevant sources.

Learn how analysis of data provides information relating to:

- Conformity of products and services;
- The degree of customer satisfaction;
- The performance and effectiveness of the quality management system;
- If planning has been implemented effectively;
- The effectiveness of actions taken to address risks and opportunities;
- The performance of external providers; and
- The need for improvements to the quality management system

Learn methods to continually improve the effectiveness of the quality management system through the use of:

- The quality policy
- Quality objectives
- Audit results
- Analysis of data
- Corrective and preventive actions
- Management review