



ISO 9001– Principles of the Quality Management System (QMS) (Onsite – 2 Days, 16 Hours)

Training Description:

This training will educate key process owners on the key characteristics, advantages, and impact of ISO9001. The entire standard will be presented a section at a time for proper understanding of the requirements, and what is required of the company to achieve registration. The employees will learn why ISO is needed, and what it means to be ISO registered as well as the benefits of being registered, and how to maintain registration for long-term success and competitiveness. The employees will learn about Quality Management System planning, implementing, reviewing, and improving the actions that we take to meet its customer requirements.

Training Objective:

Upon completion of the training, each employee will have a comprehensive understanding of quality and continuous improvement along with the contents of ISO9001. Most importantly they will understand how all of their actions contribute to the bottom line of the company. • Why do we need ISO?

- What is the Process Approach?
- The 8 Quality Management Principles
- How the 5 major Clauses of ISO work as a process
- Why having a Vision, Mission and Quality Policy is important?
- Using the Plan-Do-Check-Act (PDCA) process to establish sustainable change and improvement
- Preparing for ISO registration

ISO registration will open the opportunities for us to increase sales. We are a young company with many opportunities and becoming ISO registered will allow us to compete globally.

Skill Attainment:

Employees will not only learn the skills that are necessary to perform in our company, but will also gain life long experiences they can take with them in any future company they choose to join. ISO9001 is a must for companies if they wish to work with major OEMs. Employees will receive a certificate for having completed the training from a registered lead assessor and trainer. This certificate will remain valid for as long as the standard remains in effect.



Phase 1 (2 Days)

Principles of a Quality Management System - ISO 9001

What ISO is, and its origins.

What the ISO 9000 standard

Why ISO? How to get benefits from ISO9001.

ISO 9001:2015 clause explanation and requirements.

Detailed review of the ISO standard. (Clause by clause review discussion/answer questions.)

- Scope
- Normative references
- Terms & Definitions
- Context of the Organization
- Leadership
- Planning
- Support
- Operation
- Performance Evaluation
- Improvement

PDCA (Plan-Do-Check-Act). How to properly implement ISO using PDCA model

Plan: *Establish the objectives and processes necessary to deliver results in accordance with customer requirements and the organizations policies*

Do: *Implement the processes*

Check: Monitor and measure processes and product against policies, objectives and requirements for the product and report the results

Act: *Take actions to continually improve process performance*

Process Approach

What it means to implement ISO as a process.

How to successfully implement multiple processes as a system

Discuss important concepts for implementing the new standard

- Context of the Organization
- Strategic Planning
- Risk Based Thinking

Explanation of Guidance documentation towards the understanding of:

- Implementation Guidance for ISO 9001:2015
- Guidance on the requirements for Documented Information of ISO 9001:2015
- ISO Risk Based Thinking