

A close-up photograph of a person's hands and arms. The person is wearing a dark blue suit jacket over a white shirt and a red tie. They are holding a black pen and writing in a spiral-bound notebook. The notebook has some hand-drawn diagrams and text on it. The background is a light, neutral color.

aractech

Global Learning for Operational Leaders

QUALITY AND PRODUCTIVITY | QP-006

ISO 9001:2015 Requirements and Implementation

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Course content

Why Attend

ISO 9001:2015 is the world's most widely recognized Quality Management System (QMS) standard, helping organizations improve operational efficiency, customer satisfaction, and continual improvement. This course provides participants with a practical understanding of ISO 9001:2015 requirements and the skills needed to plan, implement, maintain, and improve an effective Quality Management System.

Course Methodology

- The course combines presentations, workshops, practical exercises, case studies, group discussions, implementation planning activities, and real-world examples to help participants understand and apply ISO 9001:2015 requirements effectively.

Course Objectives

- Understand the structure and requirements of ISO 9001:2015
- Apply risk-based thinking within a Quality Management System
- Develop and implement a QMS aligned with ISO 9001 requirements
- Conduct gap analyses and implementation planning activities
- Establish quality objectives, performance indicators, and monitoring systems
- Prepare for internal audits and certification assessments

Target Audience

- Quality managers and professionals
- Internal auditors
- Compliance and governance professionals
- Operations managers and supervisors

Course outline

Detailed course outline

Day-by-day outline for ISO 9001:2015 Requirements and Implementation.

Day 1 - ISO 9001:2015 Fundamentals and Quality Management Principles

- Understanding the evolution, purpose, and benefits of ISO 9001:2015
- Exploring key terminology and concepts used within quality management systems
- Understanding risk-based thinking and its application within organizational processes
- Applying the process approach to improve organizational performance
- Understanding the Plan-Do-Check-Act methodology and continual improvement principles
- Exploring the seven Quality Management Principles and their practical application

Day 2 - Understanding ISO 9001:2015 Requirements

- Understanding organizational context and stakeholder expectations
- Exploring leadership responsibilities and commitment to quality management
- Reviewing planning requirements and risk-based approaches within the QMS
- Understanding support requirements, including resources, competence, awareness, and communication
- Managing documented information effectively within a quality management system
- Understanding operational planning and process management requirements

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Day 3 - Planning a Quality Management System Implementation

- Reviewing different approaches to quality management and operational excellence
- Understanding the relationship between quality systems and continual improvement frameworks
- Identifying internal and external factors affecting organizational performance
- Determining stakeholder requirements and expectations
- Conducting gap analyses to assess current practices against ISO 9001 requirements
- Defining QMS scope, boundaries, and implementation priorities

Day 4 - Developing and Implementing the QMS

- Establishing quality policies, objectives, and implementation plans
- Developing effective documentation and process management systems
- Defining roles, responsibilities, and accountability within the QMS
- Communicating quality requirements and organizational changes effectively
- Implementing monitoring and measurement systems for performance evaluation
- Developing meaningful quality metrics and key performance indicators

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Day 5 - Internal Auditing, Certification, and Continual Improvement

- Understanding the role of internal audits in maintaining QMS effectiveness
- Developing risk-based internal audit programs and schedules
- Applying continual improvement techniques and corrective action methodologies
- Understanding management review processes and organizational performance evaluation
- Preparing for certification audits and external assessments
- Reviewing certification processes and best practices for audit readiness

Seminar dates

Available seminar dates

Live dates and pricing for ISO 9001:2015 Requirements and Implementation generated from the course details page.

Date	Location	Format	Fee
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