



# ISO 9001:2015

## QUALITY MANAGEMENT SYSTEMS

### Course Description:

This one-day training program is designed to provide participants with a comprehensive understanding of ISO 9001:2015, the international standard for Quality Management Systems (QMS). Participants will gain insights into the principles, requirements, and benefits of ISO 9001, equipping them with the knowledge to contribute effectively to the implementation and maintenance of a QMS within their organization.

### Benefits:

- **Enhanced Organizational Performance:** Understand how ISO 9001 can improve overall business processes and contribute to increased efficiency and effectiveness.
- **Global Recognition:** Gain insights into the internationally recognized ISO 9001 standard, enhancing the organization's reputation and credibility in the global market.
- **Customer Satisfaction:** Learn how the implementation of ISO 9001 can lead to improved customer satisfaction through consistent delivery of quality products and services.
- **Risk Management:** Acquire skills to identify and manage risks within the organization, fostering a culture of continuous improvement.



## WHAT WILL YOU LEARN:

- **Overview of Quality Management:**

Introduction to the concept of quality management and its significance in organizational success.

- **ISO 9001:2015 Requirements:**

Detailed exploration of the clauses and requirements of the ISO 9001 standard.

- **Process Approach:**

Understanding how to apply a process approach to enhance efficiency and effectiveness.

- **Continuous Improvement:**

Strategies for fostering a culture of continuous improvement within the organization.

## CERTIFICATION:

Participants who successfully complete the course Certificate of Attendance.

## COURSE FEE INCLUDES:

- Certificate of Attendance
- Training materials



## UPON COMPLETION, YOU WILL BE ABLE TO:



Grasp the fundamental principles and structure of ISO 9001:2015.



Acquire knowledge on how to initiate and sustain the implementation of a QMS within their organization.



Develop an understanding of risk-based thinking and its application in quality management.

## REGISTRATION:



**RM 378.00**

\*Contact us for Inhouse Training quotation.



# COURSE OUTLINE

## DESCRIPTION

This course provides participants with a comprehensive understanding of the ISO 9001:2015 standard for quality management systems. The course covers the key concepts, requirements, and principles outlined in ISO 9001:2015, enabling participants to gain awareness of how to implement and maintain an effective quality management system within their organization.

## OBJECTIVES

- Understand the purpose and benefits of ISO 9001:2015.
- Familiarize with the key requirements and principles of ISO 9001:2015.
- Gain insights into the practical implementation of ISO 9001:2015 within their organization.

## TOPICS

### Introduction to Quality Management

- Definition of quality
- Evolution of quality management systems
- Importance of quality management for organizations

### Understanding Quality Management Principles

- Overview of the seven quality management principles
- Application of principles in organizational context

### Context of the Organization

- Understanding the organization and its context
- Identification of interested parties and their requirements
- Determining the scope of the quality management system

### Leadership and Commitment

- Leadership responsibilities
- Establishing quality policy and objectives

### Planning for Quality Management

- Risk-based thinking
- Quality objectives and planning to achieve them

### Supporting Processes

- Competence and training
- Awareness and communication
- Documented information requirements

### Operational Planning and Control

- Operational planning and control processes
- Product and service requirements


### Performance Evaluation


- Monitoring, measurement, analysis, and evaluation
- Internal audits
- Management review

### Improvement

- Nonconformity and corrective action
- Continual improvement

# CONTACT:

 019.210.7656

 [connect@nioshcert.com.my](mailto:connect@nioshcert.com.my)

 [www.nioshcert.com.my](http://www.nioshcert.com.my)

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