

**B24**



## **Knowledge Management and documented information**

### **Description**

The purpose of this 2 day course is to help learners understand the new requirements for knowledge management and documented information found in ISO 9001:2015. It will differentiate between explicit and tacit knowledge and how this impacts on an organization's performance. The course centres on a practical exercise to determine the required knowledge to carry out a predetermined set of tasks.

### **Duration**

2 Days

### **Course content**

Some of the highlights are:

- Overview of ISO 9001:2015 new documented information requirements
- An introduction to knowledge management
- Importance of linking various levels of documented information
- Separating the big picture from detail
- Understanding the benefit of flow diagrams
- Using multimedia in information development
- Creating effective work Instructions
- Understanding the new requirement for documented information found in ISO 9001:2015

### **Benefits from attending the course**

Learners will be able to:

- Work together in teams to develop meaningful information for a defined outcome
- Identify pitfalls in developing documented information
- Understand various forms of documented information
- Be able to find a link between competence and knowledge
- Address lessons learned when compiling a documented QMS