



B48R

ISO 9001:2015 QMS Requirements Workshop

Purpose

Understanding what has changed or not changed in the revised ISO 9001:2015 Quality Management Systems Requirements standard and how to use it effectively to improve business performance.

Duration

3 days

Introduction

- Quality defined
- The Purpose and Intent of the ISO 9001:2015 requirements standard
- What is meant by a Quality Management System
- Why we need a Quality Management System
- How Quality Management Systems evolved
- Why have the documented requirements changed?
- Value added benefits of using the standard
- Understanding the ISO 9000:2015 terminology

Understanding the Seven Quality Management principles and why they have changed

- Customer Focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence based decision making
- Relationship management

Understanding the PDCA cycle

- The new model versus the old model used to illustrate the connection with the standard

Applying the process approach

- Has anything changed?

Implementation of the new requirements ISO 9001:2015

- Context of the organization (4)
- Leadership (5)
- Planning (6)
- Support (7)
- Operation (8)
- Performance evaluation (9)
- Improvement (10)

Course Outcomes:

- All delegates will have an in-depth knowledge of the new requirements of ISO 9001:2015 and what has changed and the impact on their organizations
- The delegates will be able to interpret and apply the standard to the work environment they are familiar with.
- The delegates should be able to obtain maximum benefit to their organization by optimizing the ISO requirements standard to improve their efficiency and effectiveness in line with the organization's strategy.

Comments from attendees of previous ISO 9001 requirements courses:

- The lecturer was excellent and extremely knowledgeable
- The handouts were very informative and supplemented the already comprehensive folder material.
- I wish to attend further courses in future because this was a real eye opener
- It was very worthwhile to me attending this course