B38
Development of a QMS based on the requirements of ISO 9001:2015

Purpose
This 5-day course is intended for individuals from organizations that are required to plan, develop, implement and maintain Quality Management Systems that meet the requirements of ISO 9001:2015.

Duration
5 Days

Course Content
- Detailed discussion of the background to ISO 9001:2015 Quality Management Systems Requirements and their application when setting up a QMS
- Group work and practical exercises to develop the context of a business and create documented information utilising required knowledge
- Detailed coverage of the standard clauses:
  - Context of the organization (4.0)
  - Leadership (5.0)
  - Planning (6.0)
  - Support (7.0)
  - Operation (8.0)
  - Performance evaluation (9.0)
  - Improvement (10.0)

- Pitfalls with regard to implementation
- Case studies using a practical application and group work
- Detailed outline of process approach to management
- Process mapping
- Group work in establishing a QMS the case study identified
- Controls needed on the QMS
- Document Templates
- Procedure writing techniques
- How to develop policies
- Group work around determining policies
- How to develop specific procedures
- Group work around procedures and work instructions
- Understanding how interacting processes work
- Development of a QMS and implementation steps (Gantt charts)
- Understanding the importance of processes rather than just documents
- How does the Certification process work?
- Group projects to be submitted on agreed time frame

Course outcome
- Participant will be able to set-up an implementation plan
- Be able to co-ordinate the development and implementation of the QMS
- Be able to track changes and update QMS system
- Report to management on progress or deficiencies found
- Maintain the QMS

Comments from attendees:
- I loved the practical example of "Bread Bin Bakery"
- Brilliant, Extremely worthwhile and beneficial course
- Lecturer was excellent on this field and I would like to thank him for clearing a lot of grey patches and giving me the knowledge and confidence that I will now take it back to my work environment.