



## UNDERSTANDING & IMPLEMENTATION OF ISO 9001:2015

### Understanding & Implementation of Quality Management System (QMS) ISO 9001 : 2015

#### Description

Program #: **MSP-0001**

ISO 9001 Implementation training enables you to develop the necessary expertise to support an organization in establishing, implementing, managing and maintaining a Quality Management System (QMS) based on ISO 9001. Implementing a framework based on ISO 9001:2015 helps your business consistently deliver and drive continual improvement in your products and services. Gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 9001:2015. During this training course, you will also gain a thorough understanding of the best practices of QMS and consequently improve an organization's customer satisfaction and overall performance and effectiveness.

#### Who Should Attend ?

- Managers or consultants involved in Quality Management
- Expert advisors seeking to master the implementation of a Quality Management System
- Individuals responsible for maintaining conformance with QMS requirements
- QMS team members

#### Learning Objectives

- Acknowledge the correlation between ISO 9001 and other standards and regulatory frameworks
- Master the concepts, approaches, methods and techniques used for the implementation and effective management of a QMS
- Learn how to interpret the ISO 9001 requirements in the specific context of an organization
- Learn how to support an organization to effectively plan, implement, manage, monitor and maintain QMS
- Acquire the expertise to advise an organization in implementing Quality Management System best practices

#### Outcomes

- Identify key benefits to your organization from implementing an effective QMS
- Develop a plan and determine the resources required for the implementation
- Apply good practice to the implementation using proven tools and techniques
- Implement a system that enables a better response to customer requirements and market changes
- Provide products and services that consistently meet customer needs and enhance customer satisfaction

#### Prerequisites

- ISO 9001:2015 Foundation training program (**MSP-0002**) or a basic knowledge of the ISO 9001:2008 standard is recommended.

#### Training Place

- In Site training
- As NCV schedule

#### Duration

- 4 Days

#### Content

- Scientific Material (**Hardcopy**)
- Attendance Certificate from **NCV**

#### Language

- Arabic / English



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### Agenda

#### Day 1: Introduction to Quality Management System (QMS) concepts as required by ISO 9001

- Course objectives and structure
- Standards and regulatory frameworks
- Quality Management Systems (QMS)
- Initiating the implementation of a QMS
- Understanding the organization and clarifying the quality objectives

#### Day 2: Plan the implementation of a QMS

- Leadership and commitment
- QMS scope
- QMS policies
- Roles, responsibilities and authorities
- Risk assessment
- Quality objectives and planning of changes

#### Day 3: Implementation of a QMS

- Resource management
- Awareness and communication
- Documentation management
- Operational control
- Product requirements, design and purchasing process
- Production and service provision

#### Day 4: QMS monitoring, measurement, continuous improvement and preparation for a certification audit

- Monitoring, measurement, analysis and evaluation
- Internal audit
- Management review
- Treatment of non-conformities
- Continual improvement
- Preparing for the certification audit
- Competence and evaluation of implementers
- Closing the training