Module One

ISO 9001-2015 - Quality Management Systems Requirements

Target Group

Quality Managers; Representatives; Auditors and personnel involved in the Design; Implementation and Auditing of Quality Management Systems

Outcome

The one-day course was designed and developed to assist companies with the transition from the old to the new standard. This comprehensive course will assist your company with the process of implementation of the changes within your business and provide personnel with the skills and knowledge to ensure a smooth transition process when performing the necessary updates.

Contents

- 4 *Context of the organization*
- 4.1 *Understanding the organization and its context*
- 4.2 *Understanding the needs and expectations of interested parties*
- 4.3 *Determining the scope of the quality management system*
- 4.4 *Quality management system*
- 5 *Leadership*
- 5.1 *Leadership and commitment*
- 5.2 *Quality policy*
- 5.3 *Organizational roles, responsibilities and authorities*
- 6 *Planning*
- 6.1 *Actions to address risks and opportunities*
- 6.2 *Quality objectives and planning to achieve them*
- 6.3 Planning of changes
- 7 *Support*
- 7.1 *Resources*
- 7.2 *Competence*
- 7.3 *Awareness*
- 7.4 *Communication*
- 7.5 *Documented information*
- 8 *Operation*
- 8.1 *Operational planning and control*
- 8.2 Determination of market needs and interactions with customers
- 8.3 Operational planning process
- 8.4 Control of external provision of goods and services
- 8.5 Development of goods and services
- 8.6 Production of goods and provision of services
- 8.7 Release of goods and services
- 8.8 Nonconforming goods and services
- 9 *Performance evaluation*
- 9.1 *Monitoring, measurement, analysis and evaluation*
- 9.2 *Internal Audit*
- 9.3 *Management review*
- 10 Continual *improvement*
- 10.1 *Nonconformity and corrective action*
- 10.2 *Improvement*