

Hands-on course , 5
day(s)
Ref : ILI

Participants

Quality project managers
or consultants, Quality
executives, Members of a
Quality team...

Pre-requisites

ISO 9001 Foundation
Certification or a basic
knowledge of ISO 9001 is
recommended.

Next sessions

ISO 9001, Quality, Lead Implementer, Certification

This 5-day course enables the participants to develop the expertise to support an organization in implementing and managing a Quality Management System based on ISO 9001. The participants will also gain a thorough understanding of best practices used to implement quality processes based on requirements from ISO 9001.

OBJECTIVES

To understand the implementation of a Quality Management System in accordance with ISO 9001
To acquire expertise to support an organization in implementing, managing and maintaining a QMS as specified in ISO 9001
To acquire necessary expertise to manage a team implementing ISO 9001
To develop knowledge and skills required to advise organizations on best practices in the management of quality

[1\) Introduction to Quality Management System concepts as required by ISO 9001](#)

[2\) Initiating a QMS project based on ISO 9001](#)

[3\) Implementing a QMS based on ISO 9001](#)

[4\) Controlling, monitoring and measuring a QMS and the certification audit](#)

[5\) ANSI Accredited Certification Exam](#)

Certification

This course is followed by a 3 hours "Certified ISO 9001 Lead Implementer" exam.

1) Introduction to Quality Management System concepts as required by ISO 9001

- Introduction to management systems and the process approach.
- Fundamental principles of Quality.
- Presentation of the ISO 9000 family standard.
- Understanding the requirements of ISO 9001 clause-by-clause.

Case study

Case study, experience feedback, group exchange.

2) Initiating a QMS project based on ISO 9001

- Selection of the approach and implementation methodology.
- Identification and analysis of customer needs and requirements.
- Writing a business case and a project plan for the implementation of a QMS.
- Implementation of a document management framework.
- Drafting a QMS (quality manual, procedures, records).

Case study

Case study, experience feedback, group exchange.

3) Implementing a QMS based on ISO 9001

- Development of a training & awareness program and communicating about the Quality Resource Management processes.
- Product realization processes.
- Purchasing process.
- Operations management of a QMS.

Case study

Case study, experience feedback, group exchange.

4) Controlling, monitoring and measuring a QMS and the certification audit

- Controlling and monitoring a QMS.
- Measurement of customer satisfaction.
- ISO 9001 internal Audit.
- Management review of a QMS.
- Implementation of a continual improvement program.
- Preparing for an ISO 9001 certification audit.

Case study

Case study, experience feedback, group exchange.

5) ANSI Accredited Certification Exam

- Domain 1: Fundamental principles and concepts in Quality Management.
- Domain 2: Quality Management Best Practice based on ISO 9001.
- Domain 3: Planning a QMS based on ISO 9001.

- Domain 4: Implementing a QMS based on ISO 9001.
- Domain 5: Performance evaluation, monitoring and measurement of a QMS based on ISO 9001.
- Domain 6: Continual improvement of a QMS based on ISO 9001.
- Domain 7: Preparation for a QMS certification audit.

Exam

Revision. Final exam.