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ISO 9001:2015 Overview

Course No. 100A

ISO 9001:2015 is an international standard that specifies requirements for a quality management system (QMS). Organizations use it to demonstrate their ability to consistently provide products and services that meet customer and regulatory requirements and to enhance customer satisfaction. Adopting ISO 9001:2015 demonstrates a commitment to quality, continuous improvement, and customer satisfaction, opening doors to new markets and partnerships worldwide.

Course Benefits

Participants will gain skills that will help their organization improve product quality, increase customer satisfaction, streamline operations, improve risk management, enhance employee engagement, and improve global market recognition.

Prerequisites

None

Duration

One Day (7 hours)

Learning Objectives

At the end of this course, participants will be able to:

1. Understand the Purpose and Scope of ISO:2015
2. Identify the Key Principles of Quality Management
3. Describe the Structure of the ISO 9001:2015 Standard
4. Recognize the Requirements of a Quality Management System
5. Understand the Benefits of Implementing ISO 9001:2015
6. Understand the Certification Process
7. Foster a Quality-First Culture

Topics Covered

- Introduction to ISO and the ISO 9000 Family
- Purpose and Benefits of ISO 9001:2015
- Key Terms and Definitions
- The Seven Quality Management Principles
- High-Level Structure (Annex SL)
- Clause-by-Clause Breakdown of ISO 9001:2015
- Risk-Based Thinking and the Process Approach
- Documented Information
- Certification Process



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- Roles and Responsibilities

Who Should Attend

This course is ideal for top management, executives, department heads, line managers, quality managers, QMS coordinators, Internal Auditors, onboarding staff, suppliers, contractors, and any other employees.

For More Information:

Contact Training administrator: training@qpsinc.com , Telephone: (508) 786-0777