ISO 9001:2015 Quality Management System

The ISO 9001:2015 Standard continues to be based on the process and systems approach to managing and improving your processes. This detailed seminar will identify the changes in the Standard and how to apply to your current Quality Management System (QMS) or in developing a new QMS that aligns with your key business processes to drive improvement throughout the organization.

Hours: 8 a.m. – 4 p.m.
Length: Two days

Course Objectives
Participants will learn:

- What the process approach is and why it's important
- What are the significant differences in ISO9001:2015?
- The benefits of managing process as systems
- How employees fit into a typical Quality Management System.
- What role do employees play in maintaining the Quality Management System?
- What role do employees have in developing a Quality Management System?

Who Should Attend:
Manager, team leaders and others directly involved in the design, evaluation or implementation of a quality system to the new ISO 9001:2015 standards.

Related Seminars:
- ISO 9001:2015 Internal Quality System Auditing
- ISO9001:2015 Overview
- PFMEA
- DFMEA
- Structured Problem Solving
- PPAP
- APQP

RPM Consulting, Inc.
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Seminar Content

The Process Approach
- Why the Process Approach
- Processes, Activities and Quality
- Benefits of the Process Approach

Introduction to ISO 9001:2015 and the Seven Quality Management Principles
- The Structure of ISO 9001:2015
- The ISO 9001 Series

4 Context of the organization
- Understanding the organization and its context
- Understanding the needs and expectations of interested parties
- Determining the scope of the quality management system
- Quality management system and its processes

5 Leadership
- Leadership and commitment
- Policy
- Organizational roles, responsibilities and authorities

6 Planning
- Actions to address risks and opportunities
- Quality objectives and planning to achieve them
- Planning of changes

7 Support
- Resources

- Competence
- Awareness
- Communication
- Documented Information

8 Operation
- Operational planning and control
- Requirements for products and services
- Design and development of products and services
- Control of externally provided processes, products and services
- Production and service provision
- Release of products and services
- Control of nonconforming outputs

9 Performance evaluations
- Monitoring, measurement, analysis and evaluation
- Internal Audit
- Management review

10 Improvement
- General
- Nonconformity and corrective action
- Continual improvement