



BSI Training Academy

ISO 9001:2015 **Lead Implementer** training course

Essential information about the course

Level



As the world's leading Quality Management System (QMS), ISO 9001 helps organizations to increase customer satisfaction, deliver quality products and services, and continually improve. So it's no surprise that organizations invest in training their people to get the knowledge and skills to use ISO 9001 and build a resilient organization.

If you're new to ISO 9001 and need to take the lead on implementing a management system then this course is for you. You will learn the importance of a QMS

and get the vital skills to interpret and implement the requirements, carry out a gap assessment, as well as gain awareness of management tools and techniques.

The five-day course is packed with practical activities, group discussion and classroom learning to help you retain the knowledge to implement an effective management system. It includes an exam on the final day and upon successful completion you will be rewarded with the BSI ISO 9001 Lead Implementer qualification.

“Delivered by a very knowledgeable trainer with a real passion for assisting our business to understand and implement changes and improvements.”

J S Wright & Co Ltd, UK building services providers

Our course agenda

Day 1

- Quality Management
- Background, history & benefits of ISO 9001
- Key terms & definitions
 - Key concepts 1: Risk-based thinking
 - Key concepts 2: Process
 - Key concepts 3: Process approach
 - Key concepts 4: Plan-Do-Check-Act (PDCA)
 - Key concepts 5: Management principles
 - Key concepts 6: High Level Structure
- Clause 4: Context of the organization
- Clause 5: Leadership
- Clause 6: Planning
- Clause 7: Support
- Clause 8: Operation
- Clause 9: Performance evaluation
- Clause 10: Improvement
- Reflection & feedback

Day 2

- Review of previous day
- Implementing a QMS
- Overall project management process and the link to PDCA
- Understand the context of your organization
- Documented information
- Conduct a baseline gap analysis
- The process approach
- Leadership
- Planning for the QMS including risks & opportunities

Day 3

- Review of previous day
- Create your policy & objectives
- Support
- Operation
- Performance evaluation
 - Monitoring, measurement, analysis and evaluation
 - Internal audit, management review & improvement
 - BSI Product (Technical) Manager interview
 - Integration: High Level Structure (HLS)

Day 4

- Leadership & management
 - Differences
 - Leadership
 - Implementation support
 - Leading the implementation
- Brainstorming
- Eight disciplines problem solving
- Ishikawa/ Fishbone
- Change management
- Delegation
- Support
- Motivation

Day 5

- Welcome
- Introduction to Internal Auditing
- Introduction to the exam
- Exam
- Reflection & feedback



Book today at
bsigroup.com/training

Please note: this course includes the content of our ISO 9001 Requirements and our ISO 9001 Implementation training courses, and so delegates do not need to attend these programmes.



Upon successful completion of your course, you'll receive an internationally recognized BSI certificate.

ISO 9001:2015 **Lead Implementer** training course.

We want to make sure you have the best learning experience possible. That's why we offer a range of training courses from beginner to expert. We create a positive learning environment so you retain the knowledge and acquire the skills that will continue to be of use beyond the course.

Make sure this is the right course for you.

This is the course for you if:

- You're new to ISO 9001
- You need to implement or manage a new ISO 9001 QMS
- You're leading a team involved in ISO 9001

What is the course like?

- 5 days
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials to take away
- There will be a 2 hour exam on the final day

How will I benefit?

- Confidently implement and maintain a QMS
- Be prepared with management tools and techniques
- Successfully carry out a gap analysis
- Network with likeminded peers
- Develop professionally and gain a recognized qualification

Why invest in training from BSI?

When you attend a BSI training course, our tutors are the best in the business. They're truly passionate about sharing their knowledge and ensuring you learn. Trusted

experts with years of hands-on and business experience, they bring information security to life with relevant and contemporary examples to enhance your learning.

“Both the organization of the course and the trainers have been excellent.” Aon España, Spanish arm of Aon Plc, global insurance provider

Training delivered at your site



This could be a convenient and cost effective option, especially if you have multiple delegates.

Talk to one of our experts to find out more.

Next steps with the BSI Academy



Want to learn more? You may be interested in:

ISO 9001 Internal Auditor

ISO 9001 Lead Auditor.

bsi.

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