



BSI Training Academy

ISO 9001:2015 **Requirements** and **Implementation** training course

Essential information about the course

Level **1** **2**

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 will be involved in implementing a management system then this course is for you. You will learn the importance of an QMS and get the vital skills to interpret and implement the requirements, carry out gap assessment, as well as gain awareness of management tools and techniques. You will learn to interpret and apply the key concept and principles of the standard to existing processes

within your organization. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation, monitor your QMS and achieve continual quality improvement.

Combining our 9001 requirements and implementation course, over three days, this course provides an in depth understanding of the standard and best practice implementation methods. The three-day course is packed with practical activities, group discussion and classroom learning to help you retain the knowledge to implement an effective management system.

Book today at
bsigroup.com/training

"Delivered by a very knowledgeable trainer with a real passion for assisting our business to understand and implement changes and improvement"

J S Wright & Co Ltd, UK building services providers



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

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...making excellence a habit.™

ISO 9001:2015 Requirements and Implementation training course

Our course agenda

Day 1

- Welcome and introductions
- Course aims, objectives and structure
- Quality Management
- Background, history and benefits of ISO 9001:2015
- Key terms and 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 and feedback

Day 2

- Implementing a QMS
- Overall project management process and the link to PDCA
- Understand the context of your organization
- Documented information requirements
- Conduct a baseline gap analysis and task/Gantt chart
- The process approach
- Leadership
- Planning for the QMS including risks and opportunities

Day 3

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



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

ISO 9001:2015 Requirements and Implementation 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 skills that will continue to be of use beyond the course.

Make sure this is the right course for you.

This course is for you if:

- You are new to ISO 9001 Quality Management
- You're part of a team involved in planning the implementation of ISO 9001
- You need to conduct a gap assessment of your current system

What's the course like?

- Three days
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials and a useful ISO 9001 implementation toolkit to take away

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?

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 the subject matter to life with relevant and contemporary examples to enhance your learning.

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 our ISO 9001:2015 Lead Implementer course or our Lean Six Sigma Training courses.

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