



# ISO 9001 Implementation - International



Your partner  
in progress



## Course descriptive

Good businesses understand quality; great businesses implement it. An ineffective QMS can cost you time, money and customers. That's why it's important to get it right from the start. Implementing a framework based on ISO 9001:2015 helps your business consistently deliver and drive continual improvement in your products and services.

Gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 9001:2015. 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.

## Pedagogical objectives

- A typical framework for implementing ISO 9001:2015 following the PDCA cycle
- Considering key concepts and requirements of ISO 9001:2015 from an implementation perspective
- Implementing key concepts and requirements of ISO 9001:2015
- Specific documented information requirements of ISO 9001:2015
- Using gap analysis to conduct a baseline review of your current system.

## Skills to be acquired

- Identify key benefits to your organization from implementing an effective QMS
- Develop a plan and determine the resources required for the implementation
- Apply good practice to the implementation using proven tools and techniques
- Implement a system that enables better response to customer requirements and market changes
- Provide products and services that consistently meet customer needs and enhance customer satisfaction.



## Targeted audience

Anyone involved in the planning, implementing, maintaining or supervising of an ISO 9001:2015 QMS.

## Prerequisites

You should have a good knowledge of ISO 9001:2015 and the key principles of a QMS. If not, we strongly recommend you attend our ISO 9001:2015 Requirements course.

## Duration

2 days – 14 hours

## Pedagogical, technical and framing means

Course materials including :

- Introduction to the training, detailed program and security assignments
- Course presentation, theory and activities/ role plays
- Answers to the activities
- Videos
- Additional documents, distributed during the sessions, to use for the activities
- Attendance sheet to be signed

## Assessment specifics

- Questionnaire to assess the knowledge at the end of the training
- Customer survey



## What is included?

- Course materials, provided electronically
- Letter of attestation
- Official certificate

## Agenda

### Day 1

Time	Topic
09:00	Benefits to you, welcome and introductions
	Course aim, objectives, and structure
	Quality Management System <ul style="list-style-type: none"><li>• Implementing a Quality Management System</li><li>• Overall project management process and link to PDCA</li></ul>
	Understand the context of your organization
	Documented information <ul style="list-style-type: none"><li>• Determine the need for documentation</li></ul>
	Conduct baseline gap analysis <ul style="list-style-type: none"><li>• Project plan</li></ul>
	Process approach <ul style="list-style-type: none"><li>• Determine your coherent system</li></ul>
	Leadership
	Planning for the QMS <ul style="list-style-type: none"><li>• Your risks and opportunities</li></ul>
	16:30 End of day 1



## Day 2

Time	Topic
09:00	Review of day 1 quiz
	Create your policy and objectives
	Support <ul style="list-style-type: none"><li>• Determine knowledge and competence</li></ul>
	Operation <ul style="list-style-type: none"><li>• Your processes, your criteria for external providers</li></ul>
	Performance Evaluation <ul style="list-style-type: none"><li>• Monitoring, measurement, analysis and evaluation</li><li>• Internal audit, management review &amp; improvement</li><li>• Integration: High Level Structure (HLS)</li></ul>
	Course review and final questions
16:30	End of course



## Agenda

### Day 2

Time	Topic	
09:00	Day 1 review	
	<b>KNOWLEDGE continued</b>	
	Purpose and benefits of an EnMS	
	Terminology	
	Plan-Do-Check-Act framework	
	EnMS processes	
	Explaining the difference: compliance vs conformance	
	Role of the EnMS auditor	
	EnMS documented information	
	<b>SKILLS</b>	
	Initiating the audit	
	Document review	
	Audit plan	
	Work documents	
	Opening meeting	
	Observations	
	Interviewing 'Top Management'	
	18:00	Close day 2

\*These training modules are eligible to the subsidizing by the public institutions in France (OPCO);

\*\*Each delegate receives a training convention after enrolment.

\*\*\*Please note that for the public sessions, you have until 48h before the start of the course to confirm your enrolment. For the in-house sessions, the deadline would be two weeks prior to the start of the course.

\*\*\*\*Should you be in a disabled situation, please contact us and indicate what details should be taken into account.

\*\*\*\*\*You can contact us on [training.france@bsigroup.com](mailto:training.france@bsigroup.com) or **01 89 79 00 40**.