



# ISO 9001:2015

## Quality Management Systems Awareness



### Course Information

<b>Course Name</b>	ISO 9001:2015 Awareness
<b>Course Designer</b>	World Wide Industrial and Systems Engineers
<b>Course Category</b>	Quality Management Systems
<b>Course Duration</b>	1 day
<b>Cost of Course</b>	Refer to Training Schedule

### Course Overview

This course allows delegates to understand the fundamental principles of ISO 9001:2015 and what a Quality Management System entails. Tailored for any level of Management - from Shop Floor to Top Management.

## ISO 9001:2015 – Quality Management Awareness

<p><b>Who Should Attend?</b></p>	<p>Management Representatives, Executives, Managers/Officers, Internal Quality Auditors, Quality Management/QMS Certification Team, Document Controllers, team leaders/functional leaders or in-charge, key personnel</p>
<p><b>Course Objectives</b></p>	<ul style="list-style-type: none"> <li>• The revised standard reflects current organisational situations and quality management practices, including the increasing role of technology in processes.</li> <li>• It is also designed to be more effective and easily adaptable, while being simpler to implement and assess.</li> <li>• This course has been designed to provide an overview of the Quality Management Systems concepts.</li> <li>• The course meets the awareness requirement of ISO 9001:2015 in establishing, maintaining, and improving an organisation's Quality Management System.</li> <li>• The fundamentals or Risk, Governance, Changes from ISO 9001:2008 to ISO 9001:2015, Definitions, Principals and Process Approach (Plan Do Check Act) are a few topics discussed.</li> </ul>
<p><b>Benefits</b></p>	<ul style="list-style-type: none"> <li>• All delegates will have an in-depth knowledge of the requirements of ISO 9001:2015</li> <li>• The delegates will be able to interpret and apply the standard to the work environment they are familiar with.</li> <li>• The delegates should be able to obtain maximum benefit to their organisation by optimising the ISO requirements standard to improve their efficiency and effectiveness</li> <li>• Interpret the requirements of ISO 9001:2015</li> <li>• Check and confirm the Quality objectives and process approach</li> <li>• Delegates will be able to apply the ISO 9001:2015 standard clauses appropriately.</li> </ul>

## Course Content

<p><b>Course Modules</b></p>	<ol style="list-style-type: none"> <li>1. Quality in today's globalised world</li> <li>2. Principles and components of a Quality Management System</li> <li>3. Requirements for design, establishment, maintenance, and improvement of QMS</li> <li>4. Setting quality objectives (SMART Principle)</li> <li>5. Identifying risks and risk treatment</li> <li>6. Determining your organisation's context and interested parties</li> </ol>
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	<ol style="list-style-type: none"> <li>7. The Process Approach</li> <li>8. Understanding the requirements of ISO 9001:2015</li> <li>9. Tailoring ISO 9001:2015 to your organisation's unique context</li> <li>10. Managing QMS implementation and certification</li> <li>11. Striving towards success through QMS</li> </ol>
<b>Certification</b>	<ul style="list-style-type: none"> <li>• Certificate of competence.</li> <li>• Certificate of attendance.</li> </ul>
<b>Assessments</b>	<ul style="list-style-type: none"> <li>• There will be not an assessment at the end of the course.</li> <li>• Delegates have to complete the assessment with a minimum score of 60% to receive a certificate of competence.</li> <li>• Delegates who score between 40% and 59% will get a second attempt at the assessment.</li> <li>• Delegates who score lower than 40% or fail the second attempt, will need to repurchase the course.</li> <li>• Delegates will receive an attendance certificate regardless of a pass or fail.</li> </ul>

## About WWiSE

<b>Who are we?</b>	<p>World Wide Industrial &amp; Systems Engineers (WWiSE) is an ISO consultancy, training, business solutions and systems implementation firm based in Southern Africa that provides clients with effective business processes and Safety, Health, Environmental, Risk and Quality (SHERQ) management solutions in preparation for ISO compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, locally and internationally. We also strive to be the leading training providers in SHERQ, ISO, Engineering, Finance, Business and Project Management.</p>
<b>What do we do?</b>	<p>Our services are aimed at the improvement of quality, efficiency, knowledge and competitiveness of client companies. The service range includes:</p> <ul style="list-style-type: none"> <li>• ISO and SHERQ Systems implementation services whereby we assist client companies in meeting the requirements of ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001 and ISO 45001 standards.</li> <li>• Integrated Management Systems development whereby we integrate several business systems and quality management</li> </ul>

solutions into a single management system to comply with various quality and safety standards.

- Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business and Project Management to meet the job responsibilities and expertise requirements of International Standards.
- ISO and Legal auditing which includes gap analysis audits, product, process, procedural, and systems auditing by our registered SAATCA auditors.
- Customised web-based solutions integrating current systems to be in line with ISO requirements

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training and auditing.