



ISO 9001:2015

Quality Management Systems

Lead Implementer



Course Information

Course Name	ISO 9001:2015 Lead Implementer
Course Designer	World Wide Industrial and Systems Engineers
Course Category	Quality Management Systems
Course Duration	5 days
Cost of Course	Refer to Training Schedule

Course Overview

The course allows delegates to understand the fundamental principles of ISO 9001:2015 and how to develop a Quality Management System. The course allows delegates to take their companies through the certification process, with any certification body and provide the necessary skills and tools to maintain a Quality Management System.

This highly interactive and practical course is designed to provide delegates with a sound knowledge of all elements involved in implementing a Quality Management System (QMS), in order to:

- Understand the implications and benefits of the ISO 9000 standards to business
- Undertake a self-assessment and plan an implementation programme based on ISO 9001:2015
- Apply and integrate ISO 9001:2015 into existing management systems
- Understand the Certification Process and prepare for a 3rd party assessment

ISO 9001:2015 – Quality Management Lead Implementer

<p>Who Should Attend?</p>	<ul style="list-style-type: none"> • Those responsible for assessing the business needs/benefits of a QMS • Those assigned to implement a QMS, e.g. Quality Managers, Consultants • Those new to auditing wishing to gain a basic knowledge in QMS. • Senior managers who have responsibility/authority to commit to the implementation of a QMS and will have to understand the outcome of QMS audits.
<p>Course Objectives</p>	<ul style="list-style-type: none"> • The fundamental objective of the course is to gain the required skills to conduct a baseline review of your organisation'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. • In-depth understanding on how to implement a 9001:2015 Quality Management System. Learn about the documentation requirements and receive a set of required documents that can be used in your implementation. • Be fully prepared to implement the QMS.
<p>Benefits</p>	<ul style="list-style-type: none"> • Provides senior management with an efficient management process • Sets out areas of responsibility across the organisation • Mandatory if you want to tender for some public sector work • Communicates a positive message to staff and customers • Identifies and encourages more efficient and time saving processes • Highlights deficiencies • Reduces your costs • Provides continuous assessment and improvement • Marketing opportunities • Set of Templates to assist you with the QMS Implementation • Improved quality and service • Delivery on time • Right first-time attitude • Fewer returned products and complaints • Independent audit demonstrates commitment to quality

Course Content

Course Modules

1. Understanding the definition of ISO and how it came about
2. Quality Management and ISO 9000 family of standards
3. ISO 9001:2015 and its requirements
4. Definitions according to ISO 9000
5. Defining Quality according to customer, employee and organisation
6. Benefits of ISO 9001:2015
7. Understanding Principals of ISO 9004 & 9001:2015, Guidelines to Performance Improvements
8. Detailed discussion of the ISO 9001:2015 Quality Management Systems and the application.
9. Pitfalls regarding implementation
10. Considering key concepts and requirements of ISO 9001:2015 from an implementation perspective
11. Defining the theory of Vision, Mission, Policy, Objectives, Quality Manuals, Strategic Plan, Risk Assessments, Processes, Procedures, Work Instructions, Forms, Job Descriptions, Performance Appraisals and how ISO 9001:2015 adds value throughout the organisation.
12. Implementing key concepts and requirements of ISO 9001:2015
13. Understanding the QMS model
14. How to write a Policy and Objectives following the SMART Principal
15. Detail coverage of the ISO 9001:2015 standard and its 10 clauses
16. Development of a Mandatory Procedures
17. How to develop an Organisational Structure & Sequence and Interaction of Processes (Basic Flow-Charting Principals) & Standard Operating Procedures for departments
18. Specific documented information requirements of ISO 9001:2015
19. Developing a form, document and template according to document control procedure
20. Understanding important principals of controls in ISO
21. QMS Templates provided to assist in working with all the above, these templates have assisted over 80 companies becoming ISO 9001:2015 Certified.
22. Linking strategic plan and direction of the company with the QMS
23. Implementation of a QMS

	<p>24. Maintenance of system</p> <p>25. Certification process</p>
Certification	<ul style="list-style-type: none"> • Certificate of competence. • Certificate of attendance.
Assessments	<ul style="list-style-type: none"> • There will be an assessment at the end of the course. • Delegates have to complete the assessment with a minimum score of 70% to receive a certificate of competence. • Delegates who score between 50% and 69% will get a second attempt at the assessment. • Delegates who score lower than 50% or fail the second attempt, will need to repurchase the course. • Delegates will receive an attendance certificate regardless of a pass or fail.

About WWiSE

Who are we?	<p>World Wide Industrial & 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>
What do we do?	<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"> • 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. • Integrated Management Systems development whereby we integrate several business systems and quality management solutions into a single management system to comply with various quality and safety standards.

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- 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 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.