Training Outline

Quality Management System Training Series

ISO 9001:2015 Awareness Training

Training program overview

Why Management System is important?

Effective management system enable to realize the transparent and stable processes. Through efficient communication, every functions get aware on their responsibilities to drive towards customer satisfaction and remain them loyal with company's products or services.

When people known on their duties, motivation of employee might possible to increase and cost reduction may come into reality when error avoidance are still in mind to focus. All these elements are the pulling factor for minimizing the RISK! And, increase of economic success by anchoring a continuous improvement process in the organization.

Program overview

This awareness course introduces the purpose, structure, and key requirements of ISO 9001:2015, emphasizing the process approach, PDCA, and risk-based thinking so participants understand how a QMS supports customer satisfaction, consistent operations, and continual improvement. It clarifies what changed in the 2015 revision and how those changes affect existing systems and roles..

Why should attend?

- See how a transparent, stable, and well-communicated QMS aligns responsibilities and reduces errors and costs.
- Understand the intent behind the 2015 revision and what it means for your organization.
- Build confidence to participate in QMS implementation, maintenance, and internal audit activities at an awareness level..

Training Objectives

1. Explain the purpose and benefits of ISO 9001:2015 and the PDCA/process approach.
2. Describe the structure (Annex SL) and key clauses of ISO 9001:2015 in practical terms.
3. Interpret risk-based thinking and how ISO 31000 concepts support Clause 6 planning (risk & opportunities).

4. Recognize roles and responsibilities in documented information, leadership & engagement, and performance evaluation.

Training Scope / Guideline

1. ISO 9001:2015 Quality management systems — Standard Requirements.
2. ISO 31000:2018 Risk management — Guidelines
3. Annex A
4. ISO 9000:2015 Terms and Definition

Target Participant

Quality Manager, Document Controller, QMR, Internal Auditor, Production Manager.

Duration and delivery options

- 1 Day (Awareness Compact): Essentials of ISO 9001:2015, clause walkthrough, and risk-based thinking primer.
- 2 Days (Awareness+): Adds deeper clause applications, hands-on risk/scenario exercises, KPI & process

Training Outline

Quality & ISO 9001 Fundamentals roduction

- ✓ Why management systems matter; benefits for customers, people, and cost.
- ✓ PDCA & the process approach; linking processes, KPIs, and improvement.

Updated version of standard: ISO 9001: 2015 in the context

- ✓ Why revisions happen; what changed conceptually (context, leadership, risk, knowledge).
- ✓ Annex SL high-level structure; terminology from ISO 9000:2015.

Clause-by-Clause Walkthrough (Awareness Level)

- ✓ Clause 4: Context of the organization — internal/external issues; interested parties.
- ✓ Clause 5: Leadership & commitment — roles, policy, organizational alignment.
- ✓ Clause 6: Planning — risks & opportunities, quality objectives, change.
- ✓ Clause 7: Support — resources, competence, awareness, documented information.
- ✓ Clause 8: Operation — planning & control, requirements, design, suppliers, production/service, release, nonconformity.
- ✓ Clause 9: Performance evaluation — monitoring, measurement, analysis, evaluation; internal audit; management review.
- ✓ Clause 10: Improvement — nonconformities, corrective action, continual improvement Organizational context

Risk-Based Thinking

- ✓ Concepts from ISO 31000: principles, framework, and process at a practical level.
- ✓ Light-touch tools: SWOT (internal), PESTLE+C (external), risk criteria & simple assessment matrix.
- ✓ Linking risks, process controls, and quality objectives. Risk Management principles

Documented Information & Process Control

- ✓ What to document vs. what to keep as evidence; maintaining usability.
- ✓ Mapping a simple process (inputs–outputs–KPIs–risks–controls)

Objectives, KPIs & Performance Evaluation

- ✓ Setting measurable quality objectives; selecting KPIs that reflect process performance.
- ✓ Monitoring & analysis; management review inputs/outputs.

Nonconformity, Correction & Corrective Action

- ✓ Distinguishing correction vs corrective action; simple root-cause approaches; effectiveness checks.

Internal Audit Awareness

- ✓ Purpose of internal audits; objectivity, impartiality, independence.
- ✓ Audit program basics; planning, execution, reporting, and follow-up (awareness level).
- ✓ Types of findings: nonconformity, observation, opportunity for improvement..

Practical Exercise & Implementation Roadmap

- ✓ Build a simple process turtle map (inputs, outputs, resources, controls, metrics).
- ✓ Identify risks/opportunities and link to objectives & controls.
- ✓ Draft 3 internal-audit questions for that process.
- ✓ Gap review → action plan → communication & awareness → performance tracking → continual improvement cycle.
- ✓ Roles/responsibilities for sustaining the QMS.

Additional Value (Optional Tools Showcase)

Examples of smart tools that can complement risk and compliance thinking (as demonstrations during class or post-training resources): SWOT template, e-HIRARC, e-EAIA, ergonomics assessment, and integrated safety inspection samples. (T&Cs apply.)

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