ISO 9001:2015 Quality Management System (QMS) Awareness Training

Course Introduction

ISO 9001:2015 is the world's most widely adopted Quality Management System (QMS) standard. This one-day awareness programme provides participants with a comprehensive understanding of ISO 9001:2015 requirements and practical knowledge to support Quality Management System implementation, focusing on the process approach, risk-based thinking, documentation requirements and continual improvement.

Programme Objectives

- Understand ISO 9001:2015 principles and benefits.
- Explain Clauses 4–10.
- Apply the Process Approach and PDCA.
- Interpret Risk-Based Thinking.
- Identify documented information.
- Develop a QMS implementation roadmap.
- Map organisational processes and KPIs.
- Support continual improvement.

Learning Outcomes

- Explain the ISO 9001:2015 framework.
- Recognise the seven Quality Management Principles.
- Identify risks and opportunities.
- Interpret ISO requirements.
- Support QMS implementation.

Who Should Attend

- Quality Managers
- Quality Engineers
- QA/QC Personnel
- Management Representatives
- Department Heads
- Supervisors
- Production Executives
- Operations Personnel
- Internal Auditors
- QMS Team Members

Training Methodology

- Interactive lectures
- Group discussions

- Case studies
- Practical workshops
- Process mapping
- Risk assessment
- Clause interpretation
- Q&A
- Real-life examples

How You Will Learn

- Trainer presentations
- Hands-on activities
- Workplace examples
- Documentation exercises
- Process mapping
- Knowledge sharing

Course Outline

Module 1: Introduction to ISO 9001:2015

- Overview of ISO Standards
- Purpose & Benefits
- QMS Fundamentals
- Business Impact
- ISO Terminology

Module 2: Quality Management Principles

- Seven Quality Management Principles
- Customer Focus
- Leadership
- Process Approach
- Continual Improvement
- Evidence-Based Decision Making
- Relationship Management

Module 3: ISO 9001:2015 Clauses (4–10)

- Context of Organisation
- Leadership
- Planning
- Support
- Operation
- Performance Evaluation
- Improvement

Module 4: Risk-Based Thinking

- Risk Identification
- Risk Assessment
- Risk Evaluation
- Risk Mitigation Planning

Practical Workshop

- Process Mapping
- PDCA Exercise
- Clause Interpretation
- Documentation Review
- Group Discussion
- Q&A

1-Day Programme Schedule

Time	Session
9:00–9:30	Registration & Introduction
9:30–10:45	Module 1
10:45–11:00	Morning Break
11:00–12:30	Module 2
12:30–1:30	Lunch
1:30–3:00	Module 3
3:00–3:15	Afternoon Break
3:15–4:30	Module 4
4:30–5:00	Workshop, Q&A & Wrap-up

Key Benefits

- Practical understanding of ISO 9001:2015
- Knowledge of QMS implementation
- Improved process management
- Enhanced risk awareness
- Confidence in supporting ISO implementation
- Practical tools and templates
- Foundation for continual improvement