



Course Code 20-11AB17-11

Introduction to ISO 9001-2015 (ISO 9001)

Course Overview

The ISO recognizes that the needs of the industries that utilize ISO 9001 have evolved (and will continue to evolve) based on changing needs from those industries.

The IEMS Creative Training will cover specific areas including:

- The purpose of a quality management system
- The eight principles of quality management
- Gap Analysis between 9001:2008 and 9001:2015
- The purpose and interrelationship of ISO 9000, ISO 9001, ISO 9004 and ISO 19011
- Moving from 2008 to 2015 standard

Who should attend?

This programme is appropriate for QHSE managers and supervisors, internal auditors and QHSE auditors.

Topics covered

- General introduction to ISO 9001:2008
- Why and how ISO 9001 was created?
- The eight principles of quality management
- Transition period between 2008 and 2015 versions
- Transition date cut-off
- Key changes
- Combining content found in ISO 9000, 9001 and 9004
- Gap analysis between 9001:2008 and 9001:2015

- The term risk in 2015 standard version
- Changes in terminology
- Elimination of required content
- Elimination of management representative
- Elimination of permissible exclusions
- Management accountability toward qms
- Integration of the qms to fit with the business process
- Consideration of risks and opportunities
- Management of Change (MOC)
- Management review
- Continual improvement
- Quality documents
- Auditing criteria and techniques
- General ISO 19011 and 17021 auditor attributes / behaviours
- The complexity of the task
- Developing audit check-lists
- Audit report writing
- Types of audits
- Non-conformities and categorization
- Factual approach to decision making
- Mutually beneficial supplier relationship
- Customer focus
- Relevant laws, regulations and other requirements

Duration: 5 days (40 hours in total, assuming an 8-hour day)

