

Course No. 1600

Quality Management Systems & ISO 9001 Training Course

**QUALITY ENGINEERING & QUALITY MANAGEMENT
INDUSTRIAL ENGINEERING, MAINTENANCE & OPERATIONS**

DURATION

5 Days

DELIVERY

Classroom



Course Overview

Quality Management Systems are fundamental to organizations seeking to deliver consistent products and services, improve operational performance, meet customer and stakeholder requirements, and establish a culture of continuous improvement. A well-designed Quality Management System provides a structured framework for managing processes, responsibilities, risks, performance, and improvement.

ISO 9001 provides a globally recognized framework for establishing, implementing, maintaining, and continually improving an effective Quality Management System. Successful implementation requires more than understanding the standard; it requires the ability to translate its requirements into practical processes, controls, performance measures, and improvement initiatives.

This course provides a practical and structured approach to Quality Management Systems and ISO 9001, covering the key principles and requirements of the standard, process management, risk-based thinking, documentation, performance evaluation, internal auditing, corrective action, and continual improvement.

Participants will develop the practical knowledge and skills needed to evaluate existing quality systems, identify gaps, improve processes, support ISO 9001 implementation, and contribute to sustainable organizational performance and quality excellence.

Objectives

- By the end of this course, participants will be able to:
- Understand the principles and structure of Quality Management Systems.
- Explain the key requirements of ISO 9001.
- Assess the current maturity of an organization's Quality Management System.
- Apply a process-based approach to quality management.
- Integrate risk-based thinking into quality processes.
- Define quality objectives and appropriate performance indicators.
- Develop and control quality-related documented information.
- Identify process weaknesses, nonconformities, and improvement opportunities.

- Conduct effective internal quality audits.
- Analyze root causes and develop corrective actions.
- Monitor and evaluate Quality Management System performance.
- Support ISO 9001 implementation and certification readiness.
- Strengthen customer focus and stakeholder satisfaction.
- Establish a culture of continual improvement.

Who Should Attend

This course is designed for Quality Managers, Quality Assurance and Quality Control Professionals, ISO Coordinators, Internal Auditors, Process Owners, Compliance Professionals, and managers responsible for organizational quality and performance.

It is also suitable for department managers, supervisors, engineers, specialists, and professionals involved in process management, risk management, operations, documentation, compliance, and continuous improvement.

The course is particularly valuable for professionals responsible for implementing, maintaining, auditing, or improving Quality Management Systems and for organizations preparing for ISO 9001 certification or seeking to strengthen an existing system.

Learning Outcomes

- Upon successful completion of this course, participants will be able to:
- Explain the purpose and structure of an ISO 9001 Quality Management System.
- Interpret the main ISO 9001 requirements within an organizational context.
- Map organizational processes and their interactions.
- Apply risk-based thinking to quality management.
- Develop meaningful quality objectives and performance indicators.
- Establish appropriate controls for documented information.
- Evaluate process performance and identify quality gaps.
- Plan and conduct effective internal audits.

- Identify and document nonconformities.
- Apply root cause analysis and corrective action techniques.
- Evaluate the effectiveness of corrective actions.
- Assess organizational readiness for ISO 9001 certification.
- Support management review and performance evaluation.
- Develop practical improvement initiatives for the Quality Management System.
- Targeted Competencies
- Quality Management Systems.
- ISO 9001 Requirements.
- Process-Based Management.
- Risk-Based Thinking.
- Quality Planning.
- Quality Objectives and KPIs.
- Document and Record Control.
- Internal Quality Auditing.
- Nonconformity Management.
- Root Cause Analysis.
- Corrective Action.
- Performance Evaluation.
- Management Review.
- Continual Improvement.
- ISO 9001 Implementation and Certification Readiness.

Course Outline

DAY 01

Quality Management Systems and ISO 9001 Fundamentals

- Understanding Quality Management Systems and their organizational value.
- Evolution and principles of modern quality management.
- ISO 9001 structure and key requirements.
- The process approach to Quality Management.

DAY 01 — CONTINUED

- Customer focus and stakeholder requirements.
- Leadership and organizational commitment to quality.
- Quality policy and organizational direction.
- Understanding organizational context and interested parties.
- Defining the scope of the Quality Management System.
- Roles, responsibilities, and authorities.

PRACTICAL APPLICATION

Assessing the current Quality Management System and identifying initial gaps.

DAY 02

Process Management, Risk and Quality Planning

- Identifying and defining organizational processes.
- Process inputs, outputs, interactions, and controls.
- Process ownership and accountability.
- Establishing quality objectives and measurable targets.
- Risk-based thinking and opportunity management.
- Identifying quality risks and operational weaknesses.
- Risk assessment and treatment approaches.
- Quality planning and operational controls.
- Managing changes that may affect quality performance.
- Aligning quality objectives with organizational strategy.

PRACTICAL APPLICATION

Developing a process map and quality risk assessment.

DAY 03

Documentation, Operational Control and Performance Management

- Understanding documented information requirements.
- Developing effective quality procedures and work instructions.
- Document approval, control, revision, and distribution.
- Managing quality records and evidence of conformity.
- Operational planning and process controls.
- Supplier and externally provided process controls.
- Managing product and service requirements.
- Monitoring customer satisfaction and feedback.
- Quality performance indicators and measurement.
- Data analysis and performance evaluation.

PRACTICAL APPLICATION

Developing a documented process control and KPI framework.

DAY 04

Internal Auditing, Nonconformities and Corrective Action

- Principles and planning of internal quality audits.
- Developing an audit program and audit schedule.
- Preparing audit checklists and evidence requirements.
- Conducting effective audit interviews and observations.
- Identifying findings and nonconformities.
- Writing clear and objective audit findings.
- Root cause analysis techniques.
- Developing corrective and preventive improvement actions.
- Verifying corrective action effectiveness.
- Reporting audit results to management.

DAY 04 — CONTINUED

PRACTICAL APPLICATION

Conducting a simulated ISO 9001 internal audit and developing corrective actions.

DAY 05

Management Review, Certification Readiness and Continual Improvement

- Evaluating the effectiveness of the Quality Management System.
- Management review inputs and outputs.
- Reviewing quality objectives and organizational performance.
- Customer satisfaction and stakeholder feedback.
- Monitoring trends, risks, opportunities, and improvement results.
- Preparing for ISO 9001 certification audits.
- Identifying common implementation and certification challenges.
- Managing nonconformities and maintaining system effectiveness.
- Building a culture of continual improvement.
- Benchmarking and improving quality performance.
- Developing an ISO 9001 implementation and improvement roadmap.

PRACTICAL APPLICATION

Preparing a 90-day action plan for strengthening the Quality Management System and certification readiness.

Register or Request More Information

Course page: <https://quest-training.com/courses/quality-management-systems-iso-9001-training-course>

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