

Course No. 1960

Quality Management Systems (QMS) & ISO 9001 Implementation Training Course

QUALITY MANAGEMENT SYSTEMS & INTERNATIONAL STANDARDS
QUALITY MANAGEMENT & OPERATIONAL EXCELLENCE

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Quality Management Systems (QMS) & ISO 9001 Implementation Training Course provides a practical and structured framework for understanding, designing, implementing, maintaining, and improving a quality management system aligned with ISO 9001 requirements. The program focuses on translating standard requirements into practical organizational processes, controls, responsibilities, documentation, and performance measures.

Participants will explore the core principles of quality management, process-based management, organizational context, leadership, planning, risk-based thinking, operational control, performance evaluation, and continual improvement. The course emphasizes how ISO 9001 can be integrated into daily operations rather than treated solely as a certification or compliance exercise.

The program provides a step-by-step approach to implementing a quality management system, beginning with organizational assessment and gap analysis, followed by process identification, documentation, risk management, objectives, operational controls, competence, monitoring, internal auditing, management review, and corrective action.

Through practical exercises, case studies, process mapping, documentation workshops, and implementation planning, participants will develop the capability to establish a functional QMS that supports consistent processes, customer satisfaction, regulatory compliance, operational efficiency, risk reduction, and continual improvement.

Objectives

- By the end of the course, participants will be able to:
- Explain the principles, structure, and requirements of ISO 9001.
- Analyze organizational needs and determine the appropriate scope of a QMS.
- Conduct a structured gap assessment against ISO 9001 requirements.
- Identify and map key organizational processes and their interactions.
- Apply risk-based thinking to quality management and operational planning.
- Develop quality policies, objectives, and measurable performance indicators.
- Establish appropriate documented information and process controls.

- Define roles, responsibilities, authorities, and competence requirements.
- Integrate customer requirements and applicable compliance obligations into the QMS.
- Establish monitoring, measurement, analysis, and evaluation mechanisms.
- Develop internal audit and management review processes.
- Manage nonconformities and establish effective corrective actions.
- Prepare the organization for ISO 9001 certification and external audits.
- Evaluate QMS effectiveness and identify improvement opportunities.
- Develop a practical roadmap for implementing and sustaining an ISO 9001-based QMS.

Who Should Attend

This course is designed for quality managers, quality assurance and quality control professionals, QMS coordinators, process owners, internal auditors, compliance professionals, and employees responsible for implementing or maintaining quality management systems.

It is also suitable for operations managers, department heads, technical managers, project managers, process improvement specialists, risk professionals, HSE specialists, and senior managers involved in organizational performance, quality assurance, process governance, and ISO 9001 implementation.

The program is particularly relevant to government entities, banks and financial institutions, oil and gas organizations, manufacturing and engineering companies, construction firms, healthcare organizations, utilities, infrastructure operators, technology companies, and large corporations seeking to implement or strengthen an ISO 9001-based quality management system.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Interpret ISO 9001 requirements and translate them into organizational practices.
- Define the scope and architecture of an effective QMS.
- Conduct a comprehensive ISO 9001 gap assessment.
- Map organizational processes, interactions, inputs, outputs, and controls.
- Identify quality-related risks and opportunities within processes.

- Develop quality policies, objectives, and measurable indicators.
- Establish practical procedures and documented information required by the QMS.
- Integrate customer expectations and applicable requirements into organizational processes.
- Establish operational controls that support consistent process performance.
- Monitor and evaluate QMS performance using relevant data and indicators.
- Plan and conduct internal audits of the quality management system.
- Manage nonconformities and verify corrective action effectiveness.
- Conduct effective management reviews and follow up improvement actions.
- Prepare evidence and organizational processes for external certification audits.
- Identify opportunities for continual improvement and system development.
- Develop an implementation plan for establishing and sustaining the QMS.

Course Outline

DAY 01

Quality Management Systems and ISO 9001 Foundations

- Principles of quality management and customer focus.
- Purpose, structure, and requirements of ISO 9001.
- Process approach and systems thinking.
- Organizational context and interested parties.
- Determining the scope of the quality management system.
- Leadership, quality policy, and management commitment.
- Roles, responsibilities, and authorities.
- Understanding organizational processes and their interactions.
- Risk-based thinking and quality opportunities.
- Planning the implementation of a QMS.
- Common implementation challenges and success factors.

PRACTICAL APPLICATION

Define the scope of a QMS and map the organization's primary processes, interested parties, and key quality requirements.

DAY 02

Gap Assessment, Process Mapping, and QMS Planning

- Preparing for ISO 9001 implementation.
- Conducting a structured gap assessment.
- Identifying conformity gaps and implementation priorities.
- Process identification and classification.
- Process mapping and interaction analysis.
- Determining process inputs, outputs, resources, and controls.
- Identifying quality risks and opportunities.
- Developing quality objectives and action plans.
- Establishing responsibilities and implementation teams.
- Resource, competence, and awareness requirements.
- Building the QMS implementation schedule.

PRACTICAL APPLICATION

Conduct an ISO 9001 gap assessment and develop a prioritized implementation plan for identified gaps.

DAY 03

QMS Documentation and Operational Implementation

- Designing the QMS documentation framework.
- Quality policies, procedures, work instructions, and records.
- Documented information and document control.
- Competence, training, awareness, and organizational knowledge.
- Communication within the quality management system.
- Operational planning and process controls.
- Customer requirements and customer communication.
- Supplier and externally provided process controls.
- Product and service requirements.
- Managing operational changes.

DAY 03 — CONTINUED

- Monitoring process performance and quality controls.

PRACTICAL APPLICATION

Develop a documented process structure for a selected operational activity, including responsibilities, controls, records, risks, and performance measures.

DAY 04

Performance Evaluation, Internal Auditing, and Corrective Action

- Monitoring, measurement, analysis, and evaluation.
- Quality performance indicators.
- Customer satisfaction measurement.
- Internal audit principles and planning.
- Risk-based internal audit programs.
- Collecting objective audit evidence.
- Identifying and documenting nonconformities.
- Root cause analysis and corrective action.
- Verification of corrective action effectiveness.
- Preparing for certification and external audits.
- Managing audit findings and improvement opportunities.

PRACTICAL APPLICATION

Conduct a simulated ISO 9001 internal audit, document findings, perform root cause analysis, and develop corrective actions.

DAY 05

Management Review, Certification Readiness, and Continual Improvement

- Management review requirements and practices.
- Reviewing QMS performance and effectiveness.

DAY 05 — CONTINUED

- Evaluating quality objectives, audit results, risks, and customer feedback.
- Management decision-making and improvement priorities.
- Continual improvement principles.
- Preventing recurrence of quality problems.
- Measuring QMS maturity and effectiveness.
- Preparing the organization for certification audits.
- Addressing certification audit findings.
- Sustaining the QMS after implementation.
- Building a long-term quality improvement roadmap.
- Integrating the QMS with organizational strategy and operational excellence.

FINAL WORKSHOP

Develop a complete ISO 9001 implementation roadmap covering gap assessment, process mapping, risk management, documentation, operational controls, performance evaluation, internal auditing, corrective action, management review, certification readiness, and continual improvement.

Register or Request More Information

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

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