

Charis - The Training Company

4th Floor, Media Factory (UCLAN)
Innovation & Enterprise (Northern Lights)
Preston PR1 2HE +44 (0)1772 896 258

ISO 9001:2015 Implementation Training Course (Quality Management Systems)

Overview

The ISO 9001:2015 Transition Implementation Course is designed to provide the training delegates an in-depth understanding of the NEW requirements that have been introduced in the ISO 9001:2015 standard. Delegates are expected to possess competent knowledge of ISO 9001:2008.

Aim of the Course

An understanding of the new requirements and how fulfilment to these requirements can be demonstrated and implemented will be central to this course. It is also a useful course for auditors who currently audit to ISO 9001:2008 and wish to expand competence to the 2015 standard.

Objectives of Course

Delegates will, at the end of the course be able to

- Know and understand Annex SL as a framework for ISO management systems
- Know and understand the requirements of ISO 9001:2015
- Be able to implement ISO 9001:2015 based QMS requirements

Course Duration

1 Full Day- 8:30am- 6pm

Assessment

To be successful on the course delegates must

- Complete/attend all elements of the course.
- Demonstrate achievement of the learning and enabling objectives
- Pass the short formal written assessment at the end of the course

Prerequisite Courses

Competent knowledge and/or experience of ISO9001 management systems required.

Detailed Course Outcomes

Delegates will as a minimum, come out of the course able to do the following

- Explain the purpose of Annex SL Appendix 2 and its use by standards writers.
- Briefly describe the framework for a generic management system standard making reference to the high-level structure and drawing comparison with previous management system standards where appropriate.
- Explain new and revised terms and definitions – including interested party, risk and opportunities, competence, documented information, and performance and monitoring – reference previously used terms and definitions where appropriate.

- Explain the relationship between the external and internal issues, the relevant requirements of relevant interested parties, the actions to address risks and opportunities, and the management system processes needed to implement them.
- Explain the requirements for understanding the organisation and its context, understanding the relevant requirements of relevant interested parties, and determining the boundaries and applicability of the management system to establish its scope. Give examples of how organisations may achieve this and examples of a management system scope.
- Give examples of audit evidence, and their source(s), that auditors could gather and evaluate to determine conformity or nonconformity with these requirements.
- Demonstrate understanding of the need for auditors to understand the business environment in which the organisation operates.
- Briefly describe new and enhanced requirements for leadership, including management systems policy.
- Explain how an auditor could evaluate conformity with these requirements.
- Give examples of audit evidence, and their source(s), that auditors could gather and how these could be used to determine conformity or nonconformity.
- Briefly describe the requirements for planning the management system, taking into consideration the organisation and its context, and the needs and expectations of interested parties.
- Briefly describe the requirements for determining and addressing risks and opportunities. Give examples of ways in which organisations may determine, evaluate, and address risks and opportunities.
- Briefly describe new and enhanced requirements for awareness and communication.

- Explain how Annex SL requirements for documented information differ from previous management system standard requirements.
- Outline the new and enhanced requirements for operational planning and control concerning outsourcing. Describe how they relate to the context of the organisation and planning, and the relevant needs and expectations of relevant interested parties.
- Give examples of audit evidence, and their source(s), that auditors could gather and evaluate to determine conformity or nonconformity with these requirements.
- How an auditor can audit the requirements effectively
- Evaluate the arrangements for monitoring, measuring, analysis and evaluation:
 - What needs to be monitored and measured?
 - The methods for monitoring, measurement, analysis and evaluation – when it will take place, and who will perform it?
 - When will the results be analysed and evaluated, and who will perform it?
- Evaluate the management review of the management system based on changes in relevant external and internal issues, feedback on management system performance, and feedback from relevant interested parties.
- Evaluate improvement, including the organisation's arrangements for continual improvement of the suitability and adequacy of the management system.