

DAY 1

Quality Management Systems (QMS)

- Origins of ISO/TC 29001:2010 and ISO9001:2015
- Aims & purposes of ISO/TC 29001:2010 and 9001:2015 QMS international standards
- Quality management system requirements
- Documentation in the quality management system (QMS)
- Certification requirements and processes

DAY 2

Details of the ISO Standards

- Terminology and definitions
- Clause by clause interpretation of ISO/TC 29001:2010, and exercises
- Clause by clause interpretation of ISO 9001:2015, and exercises
- Proportionality to risks

DAY 3

Implementing & Managing a QMS

- Top management responsibilities
- Planning the implementation project
- Applicable project management principles & tools in building an effective QMS
- Determination of scope
- Objectives of the QMS
- Quality policies

DAY 4

QMS Documentation

- Determination of required processes & procedures
- Developing sound & effective procedures
- Quality control processes & procedures
- Developing training material for internal auditors & general staff awareness
- Exercises

DAY 5

Measuring & Monitoring

- Monitoring techniques
- Preparing for certification
- Internal audit
- Management review