

Certified Management System Specialist (CMSS)

Course outline

Module 1: Introduction to Quality Management Systems

Module 1 of the Certified Management System Specialist (CMSS) course provides an introduction to Quality Management Systems (QMS). It covers the fundamentals of QMS, including the purpose and benefits of QMS, the components of a QMS, and the roles and responsibilities of personnel involved in the implementation and maintenance of a QMS. The module also provides an overview of the ISO 9001 standard and the requirements for certification.

Lessons

- Overview of Quality Management Systems
- Quality Management System Standards
- Quality Management System Documentation
- Quality Management System Auditing
- Quality Management System Improvement
- Quality Management System Risk Management
- Quality Management System Performance Measurement
- Quality Management System Change Management
- Quality Management System Training
- Quality Management System Certification

After completing this module, students will be able to:

- Understand the purpose and benefits of Quality Management Systems (QMS).
- Identify the components of a QMS and the roles and responsibilities of personnel involved in its implementation.
- Develop an understanding of the ISO 9001:2015 standard and its requirements.
- Develop the skills to assess and audit a QMS for compliance with the ISO 9001:2015 standard.

Module 2: Quality Management System Standards

Module 2 of the Certified Management System Specialist (CMSS) course provides an overview of the Quality Management System Standards, including ISO 9001, ISO 14001, and ISO 45001. It covers the principles and requirements of each standard, as well as the implementation process and the benefits of certification. It also provides guidance on how to develop and maintain a Quality Management System.

Lessons

- Overview of Quality Management System Standards
- Quality Management System Standards and Requirements
- Quality Management System Documentation
- Quality Management System Auditing
- Quality Management System Improvement
- Quality Management System Certification
- Quality Management System Risk Management
- Quality Management System Performance Measurement
- Quality Management System Change Management
- Quality Management System Training and Education

After completing this module, students will be able to:

- Understand the requirements of ISO 9001:2015 Quality Management System (QMS) and how to implement them in an organization.
- Develop and implement a Quality Management System (QMS) that meets the requirements of ISO 9001:2015.
- Analyze and evaluate the effectiveness of the Quality Management System (QMS) and identify areas for improvement.
- Develop and implement corrective and preventive actions to ensure the Quality Management System (QMS) is effective and compliant with ISO 9001:2015.

Module 3: Quality Management System Documentation

Module 3 of the Certified Management System Specialist (CMSS) course provides an overview of the Quality Management System Documentation process. It covers topics such as the purpose of documentation, the different types of documents, the importance of document control, and the different methods of document control. It also provides guidance on how to create and maintain effective documentation.

Lessons

- Introduction to Quality Management System Documentation
- Quality Management System Documentation Requirements
- Quality Management System Documentation Processes
- Quality Management System Documentation Auditing
- Quality Management System Documentation Maintenance
- Quality Management System Documentation Improvement
- Quality Management System Documentation Risk Management
- Quality Management System Documentation Training
- Quality Management System Documentation Communication
- Quality Management System Documentation Compliance

After completing this module, students will be able to:

- Understand the purpose and structure of a Quality Management System (QMS) and its associated documentation.
- Develop and implement a QMS that meets the requirements of ISO 9001:2015.
- Create and maintain the necessary documentation to support the QMS.
- Monitor and review the QMS to ensure its effectiveness and compliance with ISO 9001:2015.

Module 4: Quality Management System Auditing

Module 4 of the Certified Management System Specialist (CMSS) course focuses on Quality Management System Auditing. It provides an in-depth look at the principles and practices of auditing a Quality Management System (QMS) and covers topics such as the purpose of an audit, the audit process, audit techniques, and the roles and responsibilities of an auditor. The module also provides an overview of the ISO 9001 standard and the requirements for a successful QMS audit.

Lessons

- Overview of Quality Management System Auditing
- Quality Management System Auditing Process
- Quality Management System Auditing Techniques
- Quality Management System Auditing Tools
- Quality Management System Auditing Standards
- Quality Management System Auditing Documentation
- Quality Management System Auditing Reports
- Quality Management System Auditing Best Practices
- Quality Management System Auditing Risk Analysis
- Quality Management System Auditing Corrective Actions

After completing this module, students will be able to:

- Understand the principles and practices of quality management systems auditing.
- Develop the skills to plan, conduct, report and follow-up on quality management system audits.
- Identify and assess the effectiveness of corrective and preventive actions.
- Develop the ability to interpret and apply the requirements of ISO 9001:2015 and other relevant standards.

Module 5: Quality Management System Improvement

Module 5 of the Certified Management System Specialist (CMSS) course focuses on Quality Management System Improvement. It covers topics such as the principles of quality management, the importance of customer satisfaction, and the tools and techniques used to improve quality management systems. The module also provides an overview of the ISO 9001 standard and how it can be used to improve quality management systems.

Lessons

- Understanding Quality Management System Standards
- Implementing Quality Management System Processes

- Developing Quality Management System Documentation
- Establishing Quality Management System Objectives
- Auditing Quality Management System Performance
- Analyzing Quality Management System Data
- Improving Quality Management System Effectiveness
- Managing Quality Management System Change
- Training Quality Management System Personnel
- Evaluating Quality Management System Results

After completing this module, students will be able to:

- Understand the principles of quality management systems and their application in the workplace.
- Develop and implement a quality management system improvement plan.
- Identify and analyze quality management system issues and develop solutions.
- Monitor and evaluate the effectiveness of quality management system improvements.

Module 6: Risk Management

Module 6 of the Certified Management System Specialist (CMSS) course focuses on risk management. It covers topics such as identifying and assessing risks, developing risk management plans, and implementing risk management strategies. The module also covers the principles of risk management, including risk identification, risk assessment, risk control, and risk monitoring. Additionally, the module provides an overview of the various risk management tools and techniques available.

Lessons

- Understanding Risk Management Principles
- Identifying and Assessing Risk
- Developing Risk Management Strategies
- Implementing Risk Management Plans
- Monitoring and Reviewing Risk Management Plans
- Risk Management Tools and Techniques
- Risk Management and Quality Assurance
- Risk Management and Compliance
- Risk Management and Business Continuity
- Risk Management and Project Management

After completing this module, students will be able to:

- Identify and assess potential risks associated with a project or organization.
- Develop strategies to mitigate or eliminate identified risks.
- Implement risk management processes and procedures.
- Monitor and review risk management plans to ensure they remain effective.

Module 7: Process Improvement

Module 7 of the Certified Management System Specialist (CMSS) course focuses on process improvement. It covers topics such as process mapping, process analysis, process improvement techniques, and the use of Lean and Six Sigma tools. The module also provides an overview of the different types of process improvement projects and how to develop and implement them.

Lessons

- Understanding the Principles of Process Improvement
- Identifying Process Improvement Opportunities
- Developing Process Improvement Strategies
- Implementing Process Improvement Initiatives
- Measuring and Monitoring Process Improvement Results
- Analyzing Process Improvement Data
- Applying Lean Six Sigma Principles
- Utilizing Quality Management Tools
- Establishing Process Improvement Standards
- Managing Process Improvement Projects

After completing this module, students will be able to:

- Identify and analyze process improvement opportunities.
- Develop and implement process improvement plans.
- Monitor and evaluate process improvement initiatives.
- Utilize process improvement tools and techniques to optimize organizational performance.

Module 8: Quality Assurance

Module 8 of the Certified Management System Specialist (CMSS) course focuses on Quality Assurance. It covers topics such as the principles of quality assurance, the importance of quality assurance, and the tools and techniques used to ensure quality. It also covers the roles and responsibilities of quality assurance personnel, and the processes and procedures used to ensure quality. Finally, it provides an overview of the various quality assurance standards and their application.

Lessons

- Introduction to Quality Assurance
- Quality Assurance Processes and Procedures
- Quality Assurance Tools and Techniques
- Quality Assurance Auditing
- Quality Assurance Documentation
- Quality Assurance Reporting
- Quality Assurance Improvement Strategies
- Quality Assurance Risk Management
- Quality Assurance and Regulatory Compliance
- Quality Assurance and Continuous Improvement

After completing this module, students will be able to:

- Understand the principles of quality assurance and how to apply them to a management system.
- Develop and implement a quality assurance system to ensure the effectiveness of a management system.
- Identify and address potential risks and non-conformities in a management system.
- Monitor and evaluate the performance of a management system to ensure it meets the requirements of the organization.

Module 9: Quality Control

Module 9 of the Certified Management System Specialist (CMSS) course focuses on quality control. It covers topics such as quality assurance, quality control, and quality management systems. It also provides an overview of the different types of quality control tools and techniques, and how to use them to ensure the quality of products and services. Additionally, the module provides an introduction to the principles of Total Quality Management (TQM) and how to apply them in the workplace.

Lessons

- Introduction to Quality Control
- Quality Control Tools and Techniques
- Quality Control Processes
- Quality Control Documentation
- Quality Control Auditing
- Quality Control Measurement and Analysis
- Quality Control Improvement Strategies
- Quality Control Risk Management
- Quality Control in the Supply Chain
- Quality Control in Manufacturing
- Quality Control in Service Industries
- Quality Control in Healthcare
- Quality Control in Construction
- Quality Control in Software Development
- Quality Control in Project Management

After completing this module, students will be able to:

- Understand the principles of quality control and how to apply them to a management system.
- Develop and implement a quality control system to ensure the accuracy and consistency of products and services.
- Identify and address potential quality issues in a timely manner.
- Monitor and evaluate the effectiveness of the quality control system.

Module 10: Quality Planning

Module 10 of the Certified Management System Specialist (CMSS) course focuses on quality planning. It covers topics such as the importance of quality planning, the process of quality planning, and the tools and techniques used in quality planning. It also provides an overview of the different types of quality plans and how to develop and implement them. Finally, it provides an introduction to the principles of Total Quality Management (TQM).

Lessons

- Quality Planning Process
- Quality Planning Tools
- Quality Planning Techniques
- Quality Planning Documentation
- Quality Planning Strategies
- Quality Planning Metrics
- Quality Planning Audits
- Quality Planning Risk Management
- Quality Planning and Control
- Quality Planning and Continuous Improvement

After completing this module, students will be able to:

- Understand the importance of quality planning and its role in the management system.
- Develop a quality plan that meets the requirements of the CMSS standard.
- Identify and implement quality objectives and performance indicators.
- Utilize quality planning tools and techniques to ensure the effectiveness of the management system.

Module 11: Quality Management System Implementation

Module 11 of the Certified Management System Specialist (CMSS) course focuses on the implementation of a Quality Management System (QMS). It covers topics such as the development of a QMS, the implementation of a QMS, and the monitoring and evaluation of a QMS. The module also provides guidance on how to ensure the effectiveness of a QMS and how to ensure compliance with applicable standards.

Lessons

- Understanding Quality Management System Requirements
- Developing Quality Management System Documentation
- Implementing Quality Management System Procedures
- Establishing Quality Management System Performance Metrics
- Auditing Quality Management System Performance
- Continuous Improvement of Quality Management System
- Risk Management in Quality Management System
- Managing Quality Management System Change
- Quality Management System Certification Process
- Quality Management System Maintenance and Improvement

After completing this module, students will be able to:

- Understand the principles and requirements of a Quality Management System (QMS)
- Develop and implement a QMS that meets the requirements of ISO 9001:2015
- Monitor and review the performance of the QMS to ensure continual improvement

- Identify and address non-conformances and corrective actions to ensure compliance with the QMS

Module 12: Quality Management System Maintenance

Module 12 of the Certified Management System Specialist (CMSS) course focuses on Quality Management System Maintenance. It covers topics such as the importance of maintenance, the different types of maintenance, and the tools and techniques used to maintain a quality management system. It also provides guidance on how to develop and implement a maintenance plan, as well as how to monitor and review the effectiveness of the maintenance program.

Lessons

- Understanding Quality Management System Maintenance Requirements
- Developing Quality Management System Maintenance Procedures
- Implementing Quality Management System Maintenance Processes
- Evaluating Quality Management System Maintenance Performance
- Auditing Quality Management System Maintenance
- Continuous Improvement of Quality Management System Maintenance
- Risk Management in Quality Management System Maintenance
- Document Control in Quality Management System Maintenance
- Training and Awareness in Quality Management System Maintenance
- Corrective and Preventive Action in Quality Management System Maintenance

After completing this module, students will be able to:

- Understand the importance of maintaining a Quality Management System (QMS) and its impact on organizational performance.
- Develop and implement a plan for monitoring and evaluating the effectiveness of the QMS.
- Identify and address any non-conformances or areas of improvement in the QMS.
- Utilize appropriate tools and techniques to ensure the QMS is up-to-date and compliant with applicable standards.

Module 13: Quality Management System Certification

Module 13 of the Certified Management System Specialist (CMSS) course provides an overview of the Quality Management System (QMS) certification process. It covers topics such as the purpose of QMS certification, the different types of QMS certifications, the steps involved in the certification process, and the benefits of certification. It also provides guidance on how to prepare for and successfully complete the certification process.

Lessons

- Overview of Quality Management System Certification
- Quality Management System Standards
- Quality Management System Documentation
- Quality Management System Auditing
- Quality Management System Improvement

- Quality Management System Implementation
- Quality Management System Maintenance
- Quality Management System Risk Management
- Quality Management System Performance Measurement
- Quality Management System Compliance
- Quality Management System Training
- Quality Management System Certification Process
- Quality Management System Certification Benefits
- Quality Management System Certification Challenges
- Quality Management System Certification Best Practices

After completing this module, students will be able to:

- Understand the principles and requirements of a Quality Management System (QMS) and its application in a variety of industries.
- Develop and implement a QMS that meets the requirements of ISO 9001:2015.
- Analyze and evaluate the effectiveness of a QMS and identify areas for improvement.
- Develop and implement corrective and preventive actions to ensure the continual improvement of the QMS.

Module 14: Quality Management System Compliance

Module 14 of the Certified Management System Specialist (CMSS) course covers the fundamentals of Quality Management System (QMS) compliance. It provides an overview of the requirements of a QMS, the importance of compliance, and the tools and techniques used to ensure compliance. It also covers the roles and responsibilities of the Quality Manager and the Quality Assurance team.

Lessons

- Understanding Quality Management System Requirements
- Implementing Quality Management System Procedures
- Auditing Quality Management System Compliance
- Developing Quality Management System Documentation
- Establishing Quality Management System Performance Metrics
- Analyzing Quality Management System Performance
- Managing Quality Management System Changes
- Ensuring Quality Management System Compliance
- Investigating Quality Management System Non-Compliance
- Reporting Quality Management System Performance

After completing this module, students will be able to:

- Understand the requirements of a Quality Management System (QMS) and how to implement it in an organization.
- Develop and implement a Quality Management System that meets the requirements of ISO 9001.
- Identify and address potential non-conformances in the QMS.
- Monitor and evaluate the effectiveness of the QMS and take corrective action when necessary.

Module 15: Quality Management System Reporting

Module 15 of the Certified Management System Specialist (CMSS) course focuses on Quality Management System Reporting. It covers topics such as the purpose of Quality Management System (QMS) reporting, the different types of QMS reports, and how to create effective QMS reports. It also provides guidance on how to interpret and analyze QMS reports to identify areas for improvement.

Lessons

- Understanding Quality Management System Reporting Requirements
- Developing Quality Management System Reports
- Analyzing Quality Management System Reports
- Implementing Quality Management System Reports
- Evaluating Quality Management System Reports
- Auditing Quality Management System Reports
- Managing Quality Management System Reports
- Troubleshooting Quality Management System Reports
- Optimizing Quality Management System Reports
- Documenting Quality Management System Reports

After completing this module, students will be able to:

- Understand the importance of quality management systems and their role in improving organizational performance.
- Develop an understanding of the principles and processes of quality management systems.
- Develop the skills to create and implement quality management systems.
- Develop the ability to analyze and report on the effectiveness of quality management systems.

Module 16: Quality Management System Training

Module 16 of the Certified Management System Specialist (CMSS) course provides comprehensive training on the principles and practices of Quality Management Systems (QMS). It covers topics such as the purpose and benefits of QMS, the components of a QMS, and the implementation and maintenance of a QMS. It also provides guidance on how to audit and assess a QMS, and how to develop and implement corrective and preventive actions.

Lessons

- Introduction to Quality Management Systems
- Quality Management System Standards
- Quality Management System Documentation
- Quality Management System Auditing
- Quality Management System Improvement
- Quality Management System Risk Management
- Quality Management System Performance Measurement
- Quality Management System Change Management

- Quality Management System Compliance
- Quality Management System Certification Process

After completing this module, students will be able to:

- Understand the principles of quality management systems and their application in the workplace.
- Develop an understanding of the requirements of ISO 9001 and other related standards.
- Develop the skills to implement and maintain a quality management system.
- Develop the ability to identify and address non-conformances and corrective actions.

Module 17: Quality Management System Tools and Techniques

Module 17 of the Certified Management System Specialist (CMSS) course provides an overview of the tools and techniques used in quality management systems. It covers topics such as quality assurance, quality control, process improvement, and risk management. It also provides an introduction to the ISO 9001 standard and its requirements. The module provides an understanding of the principles and practices of quality management systems and how to apply them in the workplace.

Lessons

- Understanding Quality Management System (QMS) Principles
- Implementing Quality Management System (QMS)
- Quality Management System (QMS) Documentation
- Quality Management System (QMS) Auditing
- Quality Management System (QMS) Improvement Techniques
- Quality Management System (QMS) Risk Management
- Quality Management System (QMS) Performance Measurement
- Quality Management System (QMS) Change Management
- Quality Management System (QMS) Training and Education
- Quality Management System (QMS) Certification Processes

After completing this module, students will be able to:

- Understand the principles of quality management systems and the tools and techniques used to implement them.
- Develop and implement a quality management system that meets the requirements of ISO 9001.
- Analyze and interpret data to identify areas of improvement and develop corrective action plans.
- Monitor and evaluate the effectiveness of the quality management system and make necessary changes to ensure compliance.

Module 18: Quality Management System Troubleshooting

Module 18 of the Certified Management System Specialist (CMSS) course provides an in-depth look at troubleshooting quality management systems. It covers topics such as identifying and resolving common problems, developing corrective and preventive actions, and understanding the importance of continual improvement. The module also provides practical exercises to help students gain a better understanding of the concepts.

Lessons

- Identifying Quality Management System Issues
- Analyzing Quality Management System Problems
- Developing Solutions to Quality Management System Problems
- Implementing Quality Management System Solutions
- Evaluating Quality Management System Solutions
- Documenting Quality Management System Solutions
- Auditing Quality Management System Solutions
- Continuous Improvement of Quality Management System Solutions
- Risk Management in Quality Management Systems
- Quality Management System Troubleshooting Strategies

After completing this module, students will be able to:

- Identify and analyze the root causes of quality management system issues.
- Develop and implement corrective and preventive actions to address quality management system issues.
- Monitor and evaluate the effectiveness of corrective and preventive actions.
- Develop and implement strategies to prevent recurrence of quality management system issues.

Module 19: Quality Management System Best Practices

Module 19 of the Certified Management System Specialist (CMSS) course provides an overview of best practices for implementing and maintaining a quality management system. It covers topics such as the importance of customer focus, the role of management in quality management, and the use of quality tools and techniques. It also provides guidance on how to develop and implement a quality management system that meets the requirements of ISO 9001.

Lessons

- Understanding Quality Management System Standards
- Implementing Quality Management System Requirements
- Developing Quality Management System Documentation
- Establishing Quality Management System Objectives
- Establishing Quality Management System Processes
- Establishing Quality Management System Auditing
- Establishing Quality Management System Improvement
- Establishing Quality Management System Reporting
- Establishing Quality Management System Training
- Establishing Quality Management System Risk Management

After completing this module, students will be able to:

- Understand the principles of quality management systems and their application in the workplace.
- Develop an understanding of the requirements of ISO 9001 and other quality management system

standards.

- Implement best practices for quality management systems in the workplace.
- Analyze and evaluate the effectiveness of quality management systems.

Module 20: Quality Management System Regulations

Module 20 of the Certified Management System Specialist (CMSS) course provides an overview of the regulations and standards related to quality management systems. It covers topics such as ISO 9001, ISO 14001, and OHSAS 18001, as well as the requirements for implementing and maintaining a quality management system. The module also covers the roles and responsibilities of the quality management system specialist, and the tools and techniques used to ensure compliance with the regulations.

Lessons

- Overview of Quality Management System Regulations
- Quality Management System Standards
- Quality Management System Documentation
- Quality Management System Auditing
- Quality Management System Certification
- Quality Management System Improvement
- Quality Management System Risk Management
- Quality Management System Performance Measurement
- Quality Management System Compliance
- Quality Management System Change Management

After completing this module, students will be able to:

- Understand the requirements of a Quality Management System (QMS) and how to implement it in an organization.
- Develop and implement a Quality Management System that meets the requirements of ISO 9001.
- Analyze and evaluate the effectiveness of a Quality Management System.
- Identify and implement corrective and preventive actions to improve the Quality Management System.