

Training of Managers for Quality Management Systems

Training objectives:

- to present the requirements for a quality management system, according to ISO 9001:2015
- to describe the implementation and effective operation of a quality management system
- to explain the use of best practices described in ISO 9004:2009 standard - Managing for the sustained success of an organization. A quality management approach

Subjects:

- ISO 9001:2015 requirements
 - Chapter 1 - Scope
 - Chapter 2 - Normative references
 - Chapter 3 - Terms and definitions
 - Chapter 4 - Context of the organization
 - Chapter 5 - Leadership
 - Chapter 6 - Planning
 - Chapter 7 - Support
 - Chapter 8 - Operation
 - Chapter 9 - Performance evaluation
 - Chapter 10 - Improvement
- key elements for the implementation and effective operation of a quality management system:
 - actions to address risks and opportunities
 - setting up measurable objectives and key performance indicators
 - monitoring and measurement of processes; statistical methods
 - defining the personnel responsibilities and authorities
 - personnel training and evaluation
 - communication with clients, including their complaints; customer satisfaction evaluation
 - suppliers evaluation and selection
 - dealing with non-conformities (identification and implementation of corrections and corrective actions)
- ISO 9004:2009 guidance
 - Chapter 1 - Scope
 - Chapter 2 - Normative references
 - Chapter 3 - Terms and definitions
 - Chapter 4 - Managing for the sustained success of an organization
 - Chapter 5 - Strategy and policy
 - Chapter 6 - Resource management
 - Chapter 7 - Process management
 - Chapter 8 - Monitoring, measurement, examination and analysis
 - Chapter 9 - Improvement, innovation and learning

Who should attend?

- top and middle management
- quality managers who want to improve their knowledge
- the entire personnel involved in the design, implementation, operation and / or maintenance of the quality management system
- the personnel responsible for the design, implementation, operation and / or maintenance of other management systems: environment, occupational health and safety, product safety etc.

Other info:

- duration: 3 days x 6 hours / day
- the training materials are customized and contain exercises and applications based on your company profile
- it is recommended to previously participate in the training "General presentation of ISO 9001:2015"; it is also recommended that the participants possess general knowledge regarding the business practice and the management systems
- in the third day a 1 hour examination is held. Detailed information regarding this exam is provided during the training
- graduation certificates are awarded for the participants that fulfil minimum 70% of the total score
- participation certificates are awarded for those who don't pass the exam