

CERTIFIED ISO/IEC 9001 LEAD IMPLEMENTER TRAINING AND CERTIFICATION

WISELEARNER

WHAT IS ISO/IEC 9001?

- As an international standard, ISO 9001 specifies the requirements for organizations that want to ensure continual improvement and meet customers' needs.
- ISO 9001 was specifically designed to serve as a guiding framework for organizations of all sizes and industries as it provides a firm customer focus, namely delivering qualitative goods and services, which subsequently leads to customer satisfaction.
- The implementation of a Quality Management System is a strategic decision for organizations that aspire to improve their overall performance and provide a strong basis for sustainable development initiatives.
- The standard assists organizations and/or professionals to plan processes, interactions and have a risk-based thinking.

BENEFIT OF ISO/IEC 9001

- Gain expertise on Quality Management Systems.
- Help the organization to reduce costs.
- Help the organization to offer qualitative products and services
- Gain competitive advantage
- Increase effectiveness
- Assist the organization to focus on risk-based thinking
- Increase the efficiency of the supply chain management
- Streamline organizational operations
- Contribute to the organization's continuous improvement



WHO SHOULD ATTEND?

- Project managers or consultants wanting to prepare and support an organization in the implementation of a Quality Management System (QMS)
- Quality executives
- ISO 9001 auditors who wish to fully understand the Quality Management System implementation process
- Individuals responsible for the Quality or conformity in an organization
- Members of a Quality team
- Expert advisors in Quality Management Systems
- Technical experts wanting to prepare for a quality function or for a QMS project management function

LEARNING OBJECTIVES

- To understand the implementation of a Quality Management System in accordance with ISO 9001
- To gain a comprehensive understanding of the concepts, approaches, standards, methods and techniques required for the effective management of a Quality Management System
- To understand the relationship between the components of a Quality Management System and the compliance with the requirements of different stakeholders of an organization
- To acquire necessary expertise to support an organization in implementing, managing and maintaining a QMS as specified in ISO 9001 and ISO 9004
- To acquire necessary expertise to manage a team implementing ISO 9001
- To develop knowledge and skills required to advise organizations on best practices in the management of quality
- To improve the capacity for analysis and decision making in the context of quality management
- To prepare an organization for an ISO 9001 audit



COURSE CONTENTS

Introduction to Quality Management System (QMS) concepts as required by ISO 9001

- Introduction to the management systems and the process approach
- Fundamental principles of Quality
- Presentation of the ISO 9000 family standard
- Understanding the requirements of ISO 9001clause-by-clause

Initiating a QMS project based on ISO 9001

- Selection of the approach and implementation methodology
- Identification and analysis of customer needs and requirements
- Writing a business case and a project plan for the implementation of a QMS
- Implementation of a document management framework
- Drafting a QMS (quality manual, procedures, records)

Implementing a QMS based on ISO 9001

- Development of a training & awareness program and communicating about the

Quality Resource Management processes (human resources, infrastructure and work environment)

- Product realization processes
- Purchasing process
- Operations management of a QMS

Controlling, monitoring and measuring a QMS and the certification audit of a QMS in accordance with ISO 9001

- Controlling and monitoring a QMS
- Measurement of customer satisfaction
- ISO 9001 internal audit
- Management review of a QMS
- Implementation of a continual improvement program
- Preparing for an ISO 9001 certification audit



CERTIFICATION

- After successfully completing the exam, participants can apply for the credentials of Certified ISO 9001 Provisional
- Implementer, Certified ISO 9001 Implementer or Certified ISO 9001 Lead Implementer, depending on their level of experience
- A certificate will be issued to participants who successfully pass the exam and comply with all the other requirements related to the selected credential:

Credential	Exam	Professional Experience	QMS Audit Experience	Other Requirements
ISO 9001 PROVISIONAL IMPLEMENTER	ISO 9001 Lead Implementer Exam	None	None	Signing the code of ethics
ISO 9001 IMPLEMENTER	ISO 9001 Lead Implementer Exam	**Two years** One year of Quality Management work experience	Audit activities: a total of 200 hours	Signing the code of ethics
ISO 9001 Lead Implementer	ISO 9001 Lead Implementer Exam	**Five years** Two years of Quality Management work experience	Audit activities: a total of 300 hours	Signing the code of ethics

GENERAL INFORMATION

- Certification fees are included on the exam price
- A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued

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