



Course Outline

Online Training Course ISO 9001:2015 Introduction

Course Target Group

Quality Managers, Internal Quality Auditors, Project Coordinators, QMS executioners, Companies part of supply chain for other companies, Companies requiring ISO 9001 Certification, that want their quality management system recognized internationally and demonstrate their compliance and commitment to industry respected practices, stay competitive, and open new business prospects.

Course Content

Upon completion of this course, you should be able to:

- ISO 9001 background, requirements, changes and standards
- How ISO gives companies a competitive advantage
- Global objectives of the ISO implementation
- ISO 9001:2015 Quality Management Principles and how they are applied in organizations
- Process approach, the basic process model and how it is applied in organizations
- The Plan-Do-Check-Act (PDCA) cycle and how it can achieve efficient process management
- Importance of understanding the organizational context
- Role of top management in a quality management system
- How to undertake changes in a planned and systematic manner
- Need for organizations to determine and identify opportunities for improvement
- Information pertaining to Quality Manuals
- Records that are considered "documented information"
- Steps deemed necessary to implement or update ISO 9001:2015

Learning Assumed to Be in Place

There are no prerequisites required for this course.



Course Duration & Cost

Duration: 2 hours depending on prior learning

Cost: US\$89 per delegate

Assessment & Certification

At the end of every lesson, you will be given a short quiz to test your knowledge of the material presented in that lesson.

These lesson quizzes will help you prepare for the 10 question Final Exam at the end of the training.

You will be able to view every assessment result, which answers you got wrong and right, and feedback as to why the right answer is the most correct.

The final exam must be passed successfully with 70% or higher to receive your certificate of completion.

Upon successful completion of the course, you will be able to print a certificate of completion from your training page.

Contact Details

For more information regarding the above or any other training requirements, please contact our Training Manager, Emily Larmour on 021 713 2380 or email emily@wha.co.za