

ISO 9001:2015 QUALITY MANAGEMENT SYSTEM AWARENESS TRAINING COURSE

TIME (DAY)	1
TRAINING OPTIONS	General Participation & In-House & Online
LANGUAGE	Turkish, English
COURSE CODE/ACCREDITATION	CPD

COURSE AIM

This course will provide an overview of the high-level structure, risk-based thinking, organisational context, leadership, planning, operation, support, performance evaluation and improvement as set out in the International Standard. It will raise awareness and understanding of the main requirements that an organisation will need to undertake.

WHO SHOULD ATTEND

Those who are involved in the planning, implementation, protection, management or inspection processes of ISO 9001: 2015 QMS can participate.

COURSE CONTENT

- Quality management principles (customer focus, leadership, employee participation, process approach, improvement, evidence-based decision making, relationship management),
- Quality management system requirements (defined extensively under Clause 5 and Clause 7-10),
- The importance of documentation,
- PDCA Cycle,
- Annex SL' framework
- Quality and related definitions,
- The cost of poor quality,
- Competition and quality relationship,

IMPORTANT NOTES

No prior knowledge is required to participate in ISO 9001: 2015 Quality Management System Awareness Training.