ISO 9001:2015 Quality Management Systems (QMS) Implementation

6 – 10 September 2027
Boston (USA)



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MERCURY

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Ref: 121778_1081739 **Date:** 6 – 10 September 2027 **Location:** Boston (USA) **Fees:** 7500 Euro

Introduction

ISO 9001:2015 is the world's most widely recognized Quality Management System QMS standard, providing organizations with a structured framework to improve operational efficiency, enhance customer satisfaction, and promote continual improvement. This ISO 9001:2015 Quality Management Systems QMS Implementation course provides participants with an understanding of the ISO 9001:2015 requirements and the methodology for implementing an effective QMS. It focuses on interpreting the standard, understanding its clauses, and establishing a structured implementation approach within any organization.

Targeted Groups

This ISO 9001:2015 Quality Management Systems QMS Implementation training targets professionals seeking knowledge and skills:

- Quality Managers.
- Quality Coordinators.
- Department Managers.
- Administrative Managers.
- Operations Managers.
- Compliance Officers.
- Process Owners.
- Team Leaders.
- Professionals involved in Quality Management Systems implementation.

Course Objectives

Participants will achieve the following objectives by completing the ISO 9001:2015 Quality Management Systems QMS Implementation course:

- Understand the principles and objectives of ISO 9001:2015.
- Interpret the requirements and clauses of the ISO 9001:2015 standard.
- Understand the framework required for implementing a Quality Management System.
- Recognize the roles and responsibilities necessary for successful implementation.
- Understand documentation requirements and quality management processes.
- Appreciate the importance of risk-based thinking and continual improvement.
- Understand the process and organizational readiness requirements.

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Targeted Competencies

Participants will gain the following competencies during the ISO 9001:2015 Quality Management Systems QMS Implementation program:

- Interpret ISO 9001:2015 requirements in practice.
- Apply the process approach to improve efficiency.
- Define roles and responsibilities clearly.
- Manage documented information and records.
- Identify risks and opportunities early.
- Monitor KPIs and internal audits.
- Correct nonconformities through action plans.
- Support continual improvement readiness.

Studying Scenarios

In this ISO 9001:2015 Quality Management Systems QMS Implementation training, participants develop skills through the following scenarios:

- Defective products and root cause analysis.
- Inconsistent service delivery across departments.
- Documentation gaps affecting compliance and audits.
- Internal audit nonconformities and corrective actions.
- Weak performance measurement and KPI development.

Course Content

Unit 1: Fundamentals of Quality Management Systems and ISO 9001:2015

- Introduction to Quality Management Systems.
- Evolution of ISO Standards.
- Overview of ISO 9001:2015.
- Quality Management Principles.
- Benefits of Implementing ISO 9001.
- High-Level Structure Annex SL.
- Organizational Context.
- Interested Parties and Their Requirements.

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Unit 2: Understanding the Requirements of ISO 9001:2015

- Leadership and Commitment.
- Quality Policy and Quality Objectives.
- Roles, Responsibilities and Authorities.
- Planning and Risk-Based Thinking.
- Resource Management.
- Competence, Awareness and Communication.
- Documented Information Requirements.
- Operational Planning and Control.

Unit 3: Establishing an Effective Quality Management System

- Developing the Quality Management Framework.
- Process Approach.
- Process Interaction.
- Documentation Structure.
- Quality Manual and Supporting Documents.
- Document Control Principles.
- Records Management.
- Organizational Change Management.

Unit 4: Performance Evaluation and Continual Improvement

- Performance Monitoring.
- Measuring Organizational Performance.
- Customer Satisfaction.
- Internal Performance Indicators.
- Nonconformities.
- Corrective Actions.
- Continual Improvement Principles.
- Management Review Requirements.

Unit 5: Preparing for ISO 9001 - Key Learning Value

- Understand ISO 9001 audit and system evaluation processes.
- Assess organizational readiness and identify gaps.
- Develop an ISO 9001 implementation roadmap.
- Identify implementation challenges and solutions.
- Maintain compliance through monitoring and control.
- Build a continual improvement culture.
- Recognize benefits such as efficiency, quality, and customer satisfaction.
- Future Development of Quality Management Systems.

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Final Insights & Key Takeaways

Upon successful completion of this programme, participants will have developed an understanding of ISO 9001:2015 Quality Management Systems and the structured approach required for successful implementation within their organizations. They will gain the knowledge to support quality initiatives, contribute to organizational alignment with international standards, and facilitate continual improvement across business processes.