



*Training Course:  
ISO 9001:2015 Quality management systems*

*5 - 9 May 2024  
Dubai (UAE)  
Residence Inn by Marriott Sheikh Zayed Road, Dubai*

## Training Course: ISO 9001:2015 Quality management systems

Training Course code: MA235204 From: 5 - 9 May 2024 Venue: Dubai (UAE) - Residence Inn by Marriott Sheikh Zayed Road, Dubai Training Course Fees: 4150 € Euro

### Introduction

This Training Program is designed on the latest standards and the quality management system requirements specified in the International Standard.

The adoption of a quality management system is a strategic decision for an organization that can help to improve its overall performance and provide a sound basis for sustainable development initiatives.

The potential benefits to an organization of implementing a quality management system based on this International Standard are:

- a the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements;
- b facilitating opportunities to enhance customer satisfaction;
- c addressing risks and opportunities associated with its context and objectives;
- d the ability to demonstrate conformity to specified quality management system requirements.

### Course Objectives

During this training program, participants will gain knowledge in the following topics;

- The quality management principles described in ISO 9000
- understanding and consistency in meeting requirements;
- the consideration of processes in terms of added value;
- the achievement of effective process performance;
- improvement of processes based on the evaluation of data and information.
- The concept of risk-based thinking.
- Understand the relation with other management system standards.

### Course Outlines

#### Day 1: Understanding the Organization

- Context of The Organization
  - Understanding the organization and its context
  - Understanding the needs and expectations of interested parties
  - Determining the scope of the quality management system
  - Quality management system and its processes

#### Day 2: Quality Planning

- Planning
  - Actions to address risks and opportunities
  - Quality objectives and planning to achieve them
  - Planning of changes

#### Day 3: Leadership and Organizational Structure

- Leadership
  - Leadership and commitment
  - Policy
  - Organizational roles, responsibilities, and authorities

#### Day 4: Operational Excellence

- Operation
  - Operational planning and control
  - Requirements for products and services
  - Design and development of products and services
  - Control of externally provided processes, products, and services
  - Production and service provision
  - Release of products and services
  - Control of nonconforming outputs

#### Day 5: Support and Documentation

- Support
  - Resources
  - Competence
  - Awareness
  - Communication
  - Documented information

## Registration form on the Training Course: ISO 9001:2015 Quality management systems

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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### Company Information

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### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
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### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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