



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

*2 - 6 December 2024
Milan (Italy)*

Training Course: ISO 9001:2015 Quality management systems

Training Course code: MA235204 From: 2 - 6 December 2024 Venue: Milan (Italy) - Training Course Fees: 5250 € 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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