



*Training Course:  
ISO 9001:2015 Quality Management Systems*

*14 - 18 April 2025  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: ISO 9001:2015 Quality Management Systems

Training Course code: MA235204 From: 14 - 18 April 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur 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

Training Course code: MA235204 From: 14 - 18 April 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan  
Kuala Lumpur Training Course Fees: 5250 € Euro

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

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
Giza, Giza Governorate,  
Egypt.