



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

*24 May - 4 June 2027
Milan (Italy)*

Training Course: ISO 9001:2015 Quality management systems

Training Course code: MA234769 From: 24 May - 4 June 2027 Venue: Milan (Italy) - Training Course Fees: 9450 € Euro

Introduction

The adoption of a Quality Management System QMS based on [ISO 9001:2015](#) is a strategic decision that enables organizations to enhance performance, ensure consistent service delivery, and achieve sustainable development. This program is designed in line with the latest international standards to provide participants with a comprehensive understanding of quality management principles and system implementation.

The course focuses on helping organizations meet customer and regulatory requirements, improve operational efficiency, and enhance customer satisfaction. It also emphasizes risk-based thinking, process optimization, and continuous improvement as key drivers of quality excellence.

By the end of the program, participants will understand how to implement, manage, and improve a QMS that aligns with organizational objectives and international best practices.

Course Objectives

By the end of this program, participants will be able to:

- Understand the quality management principles outlined in ISO 9000
- Apply process-based approaches to improve organizational performance
- Ensure consistency in meeting customer and regulatory requirements
- Evaluate processes in terms of value creation
- Use data and information to drive process improvement
- Apply risk-based thinking in quality management systems
- Understand the integration of ISO 9001 with other management system standards
- Implement and maintain an effective Quality Management System

Target Audience

This program is designed for:

- Quality Managers and Quality Assurance Professionals
- Internal Auditors and Compliance Officers
- Operations and Process Improvement Professionals
- Project Managers and Team Leaders
- Professionals involved in ISO implementation and certification
- Anyone responsible for maintaining quality standards within an organization

Outline

Day 1 - Context of the Organization

- Understanding the organization and its context
- Identifying internal and external issues
- Understanding the needs and expectations of interested parties
- Determining the scope of the QMS
- Overview of QMS processes

Day 2 - Planning

- Risk-based thinking and actions to address risks and opportunities
- Establishing quality objectives
- Planning to achieve objectives
- Planning and managing organizational changes

Day 3 - Leadership

- Leadership and commitment in QMS
- Developing and implementing quality policy
- Roles, responsibilities, and authorities within the organization

Day 4 - Operation

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

Day 5 - Support

- Resource management
- Competence and training
- Awareness and communication
- Documented information and record control

Day 6 - Performance Evaluation

- Monitoring and measurement techniques
- Analysis and evaluation of performance data
- Internal audit processes
- Management review practices

Day 7 - Improvement

- Nonconformity and corrective actions
- Root cause analysis
- Continual improvement methodologies
- Enhancing system effectiveness

Day 8 - Total Quality Management TQM Principles

- Success factors of TQM
- Customer-focused quality
- Plan-Do-Check-Act PDCA model
- Process thinking and value optimization
- Lean principles and waste reduction
- Introduction to Six Sigma concepts

Day 9 - Quality Tools and Techniques

- The seven quality control tools
- Cause and effect diagrams
- Control charts and histograms
- Pareto analysis and scatter diagrams
- Brainstorming and affinity diagrams
- Process mapping and Poka-Yoke
- Data-driven decision-making

Day 10 - Continuous Improvement and Organizational Excellence

- Elements of continuous improvement systems
- Eight-step improvement methodology
- Critical success factors in TQM implementation
- Common challenges and failure factors
- Building a culture of quality and continuous improvement

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

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