



Quality Management Systems- ISO 9001:2015 Fundamentals

Course Outline



Program Overview

Nearly every businesses from various scales and sectors have appreciated the importance of having a quality management system within their process to manage customer expectations and needs. Since its first release in 1987, business processes have evolved and a number of emerging small businesses have been appearing, with the majority dependent on cloud services. To achieve the same level of quality in a dynamic landscape, such best practices have to be in tune with the fast changing needs, whether in quality or quantity.

This 2-day program on quality management systems provide guidance for the transition from previous version to the latest requirements of the 2015 edition. It places focus on the understanding of the high-level structure which marks the first step towards harmonization of other standards for effective implementation and consistent results. This also introduces a "risk-based" culture on managing non-conforming products and services that in turn affects organizational quality.

Duration

2- Day Program

Learning Objectives

At the end of this training, participants will be able to:

- Gain information about the latest trends and developments on ISO and QMS
- Understand the requirements and other appropriate references that will be needed to comply in preparation for the transition to 2008 edition to 2015 edition
- Have basic knowledge on the implementing tactics to achieve QMS certification

Target Audience

- C- Level executives
- Production Managers
- Facilities Manager/ Engineers
- Process Owners/ Engineers
- Operations Manager/ Engineers
- Key Department heads
- Administrative heads



Program Structure and Outline

This course is a combination of instructor-led lectures and group activities.

- Overview and trends in Quality management practice
- About ISO
 - ISO in brief
 - The five principles of ISO standards
 - The seven ISO management principles
- ISO 9001:2015- an overview
 - QMS and the correlating standards and references- the ISO 9000 family
 - Bridging ISO 9001 to ISO 9004
 - Other quality management methods
 - The benefits of ISO 9001
- ISO 9001:2015- the requirements
 - About the Annex SL
 - Process Approach
- Implementing Strategies
 - Starting it up (initiation phase)
 - Initiating the QMS
 - Understanding the organization
 - Analysis of the existing system, leadership and project approval
 - Risk Assessment and techniques (overview)
 - Provision planning
 - Walking the talk (Deploy Phase)
 - Defining the organizational structure and document management
 - Operations management, training and awareness
 - Communication
 - Requirements design and purchasing process
 - Realization and control
 - Measurement, Continual Improvement and auditing the Management System
 - Monitoring and measurement
 - Auditing the management system
 - Management review
 - Treatment of nonconformities
 - Continual improvement



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We Deliver Results

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We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

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