

ISO 9001 Lead Implementer Training Course | QMS Certification & Implementation

2 – 6 August 2027
Vienna

AGILE LEADERS
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Overview

An ISO 9001 Lead Implementer is the person who turns the decision "we want ISO 9001" into a working system, on time and within budget, and hands it over to the certification body ready to pass. This one-week course treats implementation as a project. Participants write the project charter, agree scope and exclusions under clause 4.3, build the process map and the turtle diagrams, decide which documents are really needed, run the first internal audit and management review, and prepare the Stage 1 and Stage 2 audit files. The emphasis is on the implementer's own decisions and deliverables rather than on reading the standard line by line. This course is delivered by Agile Leaders Training Center.

Who Should Attend

- Staff appointed to lead their organisation's first ISO 9001 project
- Consultants who set up quality systems for client companies
- Quality coordinators rebuilding a system that has grown paper-heavy
- Project managers asked to deliver certification as a business target
- Owners of small and medium firms who must meet a customer's ISO 9001 condition

Departments and Industries

Applicable wherever an ISO 9001 certificate is a contract or tender requirement.

- Machining, fabrication and assembly workshops
- Clinics, laboratories and medical distributors
- Software houses and managed IT service providers
- Automotive and aerospace component suppliers
- Facilities management, logistics and contracting firms

Learning Objectives

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

- Build an implementation charter with scope, milestones, budget and named owners.
- Analyse context, interested parties and scope boundaries using clauses 4.1 to 4.3.
- Use a process map and a turtle diagram to define each core process.
- Prioritise the minimum documented information the organisation must keep.
- Apply clauses 9.2 and 9.3 to run a first internal audit and a first management review.
- Evaluate the evidence pack a certification body expects at Stage 1 and Stage 2.

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Course Agenda

Day 1: Setting Up the Implementation Project

- The Lead Implementer's role, authority and reporting line
- Securing top management sponsorship and a realistic timeline
- Building the project charter and the steering group, drafted for a case company
- Baseline gap assessment against clauses 4 to 10
- Budgeting consultancy, training and certification fees

Day 2: Context, Scope and Process Design

- Internal and external issues, SWOT and PESTLE for clause 4.1
- Interested parties and their requirements register
- Writing a defensible scope statement and justifying non-applicable clauses
- Process mapping: inputs, outputs, owners, resources and measures
- Turtle diagrams for sales, design, purchasing and delivery, applied to the case company's core processes

Day 3: Building the System Content

- Quality policy and objectives that people can actually recall
- Risk and opportunity register tied to processes under clause 6.1
- Deciding what to document and what to leave as competence
- Controlling documents and records without a heavy manual, including writing one procedure and its linked forms
- Competence matrices, awareness briefings and supplier approval

Day 4: Rolling Out, Checking and Correcting

- Pilot roll-out in one department before full launch
- Performance indicators and customer satisfaction data under clause 9.1
- Planning and running the first internal audit programme, with a mini-audit on the case company
- Nonconformity handling, root cause and effectiveness checks
- Holding the first management review with the required inputs

Day 5: Certification Readiness and Handover

- Choosing an accredited certification body and booking the audit
- Stage 1 documentation review and Stage 2 on-site audit explained
- Evidence pack checklist and common reasons for major findings
- Handing the system over to process owners, surveillance audits and the three-year recertification cycle
- Knowledge check and personal implementation plan

Practical Exercises

These suggested activities use the course templates on a case company or on the participant's own organisation.

- Suggested activity: draft a project charter and Gantt plan, then score the clause 4 to 10 gap assessment workbook.
- Suggested activity: complete a turtle diagram and process map for one core process and add its entries to the risk and opportunity register.
- Suggested activity: plan an internal audit programme and fill in the checklist and report forms after a mini-audit.
- Suggested activity: check a sample file against the Stage 1 and Stage 2 evidence pack checklist.

FAQs

Do I need to know ISO 9001 before attending?

It helps to have read the standard once, but the course explains each clause as it becomes relevant to the implementation step.

How many hours does the course run?

Each day runs about 4 to 5 hours, totalling 20 to 25 hours of workshops and instruction.

How is a Lead Implementer different from a Lead Auditor?

The implementer builds and launches the quality system inside the organisation. The auditor, internal or external, checks afterwards whether that system meets ISO 9001. This course trains the builder.

Conclusion

Participants leave with a drafted charter, process maps, a risk register, audit forms and an evidence checklist they can adapt directly for their own ISO 9001 project, together with a personal implementation plan that sets out the steps from the first gap assessment to a successful Stage 2 certification audit.