ISO 9001 Quality Management System Certification Training Course

22 – 26 March 2027
Addis Ababa

AGILE LEADERS
Training Center

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Ref: 103600267_225102 **Date:** 22 – 26 March 2027 **Location:** Addis Ababa **Fees:** 6000 Euro

Course Overview

In competitive markets, organizations require systematic frameworks to maintain product and service reliability. The ISO 9001 standard establishes the benchmark for quality management systems across sectors. This ISO 9001 Quality Management System Certification Training Course equips professionals with detailed knowledge of standard requirements, system design, audit execution, and continuous improvement practices. Participants examine the certification process, evaluate the operational roles of lead implementer and lead auditor, and acquire practical capabilities for conducting internal quality audits. This course is delivered by Agile Leaders Training Center.

Target Audience

This course is designed for professionals managing or supporting quality initiatives, including:

- Quality managers and quality assurance specialists
- Internal and external compliance auditors
- Professionals preparing for lead implementer and lead auditor responsibilities
- Process improvement engineers and operations managers
- Corporate compliance officers and risk analysts
- Business owners and operational leaders preparing for certification assessments

Targeted Organizational Departments

This programme delivers practical tools for multiple organizational functions:

- Quality Assurance and Compliance
- Operations and Process Engineering
- Procurement and Supply Chain Management
- Regulatory Affairs and Risk Management
- Client Relations and Customer Service

Targeted Industries

The curriculum applies to diverse operating environments, such as:

- Manufacturing and heavy engineering
- Healthcare, pharmaceuticals, and medical devices
- Information technology and software development
- Banking, insurance, and financial services
- Logistics, transport, and supply chain operations
- Higher education and corporate training institutions

Course Offerings

By completing this programme, participants will be able to:

- Interpret ISO 9001:2015 clauses and align organizational workflows with quality criteria
- Structure an integrated Quality Management System aligned with existing operational routines
- Plan and conduct ISO 9001 internal audits to evaluate operational performance
- Identify, document, and remediate nonconformities using structured root-cause analysis
- Prepare documentation and operational teams for formal certification assessments
- Apply core audit techniques required for lead auditor responsibilities
- Utilize ISO 9001 compliance checklists to support sustained process improvement

Training Methodology

The training incorporates practical and interactive learning approaches:

- Operational case studies illustrating real-world implementation challenges
- Hands-on drafting sessions for quality manuals, procedures, and audit checklists
- Collaborative workshop activities focusing on risk-based thinking
- Simulated mock audits and investigative role-playing sessions
- Structured question-and-answer periods with experienced quality practitioners

Course Toolbox

Participants receive practical reference materials, including:

- Quality management system reference handbook
- Standardized ISO 9001 compliance checklists
- Audit planning sheets, nonconformity registers, and report templates
- Industry case study portfolios and procedural templates
- Assessment preparation guides and self-evaluation exercises
- Curated digital reference material and guidance documents

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Course Agenda

Day 1: Fundamentals of ISO 9001 and Quality Management

- Topic 1: Principles, scope, and objectives of modern quality management systems
- Topic 2: Historical development of international quality standards
- Topic 3: The seven fundamental quality management principles
- Topic 4: Organizational advantages of quality management system adoption
- Topic 5: Structural layout of the High-Level Structure framework
- Topic 6: Clarifying common compliance and implementation misconceptions
- Reflection & Review: Group review on translating quality principles into daily workflow

Day 2: Requirements, Documentation, and Leadership

- Topic 1: Clause-by-clause analysis of ISO 9001:2015 criteria
- Topic 2: Establishing required documented information and control protocols
- Topic 3: Establishing baseline quality policy and measurable quality objectives
- Topic 4: Leadership commitments, stakeholder expectations, and organizational context
- Topic 5: Incorporating risk-based thinking and process mapping across business units
- Topic 6: Operational planning and change management controls
- Reflection & Review: Analysis of documentation bottlenecks and practical remediation strategies

Day 3: Audit Execution and Nonconformity Management

- Topic 1: Planning internal audit programmes and establishing audit criteria
- Topic 2: Comparing scopes and methods of internal versus external audits
- Topic 3: Detecting nonconformities, gathering evidence, and writing audit findings
- Topic 4: Internal audit protocols and objective interview methodologies
- Topic 5: Stages of the formal third-party certification assessment
- Topic 6: Establishing correction, root-cause investigation, and corrective action workflows
- Reflection & Review: Practical audit evidence gathering exercise and feedback review

Day 4: Implementer Roles and Audit Governance

- Topic 1: Core responsibilities and deliverables of a quality management lead implementer
- Topic 2: Technical competencies and interviewing conduct for lead auditors
- Topic 3: Conducting desk reviews, opening meetings, and on-site audit evaluations
- Topic 4: Structuring clear audit reports and tracking corrective action plans
- Topic 5: Resource planning, timeline management, and implementation budgeting
- Topic 6: Audit follow-up routines and surveillance assessment management
- Reflection & Review: Audit scenario role-play and report presentation critique

Day 5: Certification Readiness and System Continual Improvement

- Topic 1: Conducting readiness evaluations and pre-assessment gap analysis
- Topic 2: Mock certification audit simulation and audit trail assessment
- Topic 3: Structured review of assessment techniques and knowledge checkpoints
- Topic 4: Addressing complex findings and establishing preventative controls
- Topic 5: Sustaining compliance through management review and performance metrics
- Topic 6: Strategic roadmap for embedding ongoing quality culture
- Reflection & Review: Final summary, personal action planning, and course closeout

FAQ

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No prior certification is required. However, a basic understanding of quality management principles or experience in compliance, auditing, or operational processes is beneficial.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session lasts approximately 4 to 5 hours, including breaks and practical activities. The total course duration is 20 to 25 instructional hours over one week.

What is the difference between ISO 9001 lead auditor and lead implementer roles?

A lead auditor evaluates Quality Management System compliance through systematic audits, while a lead implementer designs, structures, and embeds the standard's requirements within an organization.

How This Course is Different from Other ISO 9001 Training Courses

This programme emphasizes practical application over abstract theory. Through real-world operational case studies, mock audits, and document creation workshops, participants develop immediate technical competence. The structured curriculum bridges the responsibilities of both implementation teams and audit teams, delivering a complete operational perspective on system maintenance and assessment readiness.