

ISO 9001 Quality Management Certification Training Course

21 - 25 Apr 2024
Dubai - Residence Inn by Marriott Sheikh Zayed Road

AGILE LEADERS
Training Center

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ISO 9001 Quality Management Certification Training Course

Ref.: 1026_242061 **Date:** 21 - 25 Apr 2024 **Location:** Dubai - Residence Inn by Marriott Sheikh Zayed Road **Fees:** 3700 **Euro**

Targeted Audience For The ISO 9001 2015 Training Course

- ISO Consultants.
- Quality Managers & Quality Engineers.
- Quality Team Members
- Management System Experts.
- Management system consultants
- Professionals Preparing for ISO Certification.
- Quality Management System Auditors.
- People involved with quality management in their companies.
- Quality Assurance /Quality Control Specialists.
- Quality analysts.

Targeted Organizational Departments for The ISO 9001 2015 Training Course

- Top Management.
- Quality Department.
- Operation Department.
- Audit Team Members.

Targeted Industries for The ISO 9001 2015 Training Course

- Any Sector or Industry

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Learning Outcomes of The ISO 9001 2015 Training Course

By the End of This Course Participants Will Be Able to:

- Acknowledge the requirements for a Quality Management System according to ISO 9001
- Implement a Quality Management System and comply to the requirements of ISO 9001:2015.
- Audit a QMS Quality Management System.
- Plan, perform and report QMS Audits.
- Audit a management system according to ISO 19011:2018.
- Conduct a systematic quality analysis and evaluation.
- Learn how to conduct a management review meeting.
- Acknowledge the importance of leadership and commitment.
- Learn the meaning of non conformity and corrective action procedure.

Course Toolbox

- Clauses of ISO 9001:2015.
- Audit Planning Checklist.
- Non Conformity Report Form.
- Course Material.
- Readiång List.

Course Agenda:

Day 1 Introduction to ISO 9001:2015

- Defining Quality?
- Quality Management Principles.
- Establishing a Quality Management System QMS.

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- ISO 9001 and the ISO 9000 Family of standards.
- About the certification to ISO 9001.
- Understanding the Process Approach.
- Having A Risk based Mentality.
- The ISO 9001:2015 structure.

Day 2 Clause 4 & Clause 5 of ISO 9001:2015

- **Clause 4 of ISO 9001:2015**

- Understanding the organization and its context
- Needs and expectations of interested parties
- Determining the scope of the management system
- Quality management system and its processes

- **Clause 5 of ISO 9001:2015**

- Leadership and commitment.
- Customer focus.
- Establishing and communicating the quality policy.
- Organizational roles, responsibilities and authorities.

Day 3 Clause 6 & Clause 7 of ISO 9001:2015

- **Clause 6 of ISO 9001:2015**

- Actions to address risks and opportunities.
- Quality objectives and planning to achieve them.
- Planning of changes.

- **Clause 7 of ISO 9001:2015**

- Resources.
- People.
- Infrastructure.

- Environment for the operation of processes.
- Monitoring and measuring resources.
- Organizational knowledge.
- Competence.
- Awareness.
- Communication.
- Documented information.

Day 4 Clause 8 & Clause 9 of ISO 9001:2015

- **Clause 8 of ISO 9001:2015**

- Operations planning and control.
- The Customer communication.
- Determining the requirements for products and services.
- Reviewing the requirements for products and services.
- Design and development of products and services.
- Design and development planning Input- Controls - Outcomes- Changes.
- Control of externally provided processes, products and services.
- Type and extent of control.
- Information for external providers.
- Control of production and service provision.
- Identification and traceability.
- Property belonging to customers or external providers.
- Preservation.
- Post delivery activities.
- Controlling the changes.
- Release of products and services.
- Control of nonconforming outputs.

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- **Clause 9 of ISO 9001:2015**

- Monitoring, measurement, analysis and evaluation,
- Customer satisfaction.
- Conducting Analysis and evaluation.
- Conducting an Internal audit.
- Conducting Management review.

Day 5 Clause 10 of ISO 9001:2015 & Management System Auditing

- **Clause 10 of ISO 9001:2015**

- Improvement.
- Dealing with Non conformity and taking corrective action.
- Defining Continual improvement.

- Management system auditing.
- Types of management system audits.
- Audit scope, objectives and criteria
- The Audit team & Planning Audit.
- Conducting the audit.
- Non conformities.
- The audit report.

WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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CONTACT US

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Gamified and Interactive Training

We understand that training delivery can be challenging, both online and offline. To ensure engagement and achieve learning objectives, we have developed our own activities and collaborated with industry-leading solutions to gamify our training sessions. This approach increases interaction levels and guarantees effective learning outcomes.

Our Training Categories

We cover a wide range of training categories to cater to different needs and interests

Branding, Marketing, Customer Relations, & Sales Programs
Finance and Accounting Programs
Human Resources Management Programs
Management & Leadership Programs
Political & Public Relations Programs
Project Management Programs
Quality & Process Management
Self-Development Programs

Join Agile Leaders today and embark on a transformative journey towards becoming a more agile and effective leader. Experience our customer-centric approach, actionable training, and guaranteed return on investment. Let us help you unleash your full potential in the dynamic business landscape.

Where to Find Us

You can join our training programs at our centers located in

We also offer online training sessions through the Zoom platform.



Malaysia	Morocco	Spain	France	UK	Italy	Egypt	Turkey	Georgia	Azerbaijan	UAE
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