

ISO 9001: 2015 Courses

Working in partnership with the BSI RRC offer a range of ISO 9001: 2015 courses. ISO 9001:2015 sets out the criteria for a quality management system and has been implemented in over one million companies in over 170 countries. It can be used by any organisation, large or small, regardless of its field of activity. Using ISO 9001 helps ensure that customers get consistent, good quality products and services, which in turn brings many business benefits.

BSI Group, also known as the British Standards Institution, is a multinational business services provider whose principal activity is the production of standards and the supply of standards-related services including training.

Introduction to ISO 9001 Course

The Introduction to ISO 9001 (2015) Quality Management course provides a good understanding of ISO 9001 and all areas of quality management and its importance in securing future business and stakeholder confidence. It is suitable for those:

- Who need to understand ISO 9001 and how it works
- With responsibility for implementing quality management systems
- With an interest in quality management systems
- Starting their career in quality management

Course Content

The Introduction to ISO 9001 course covers:

- How to develop quality system standards within your organisation
- The ISO 9001 structure and route to certification
- All areas of ISO 9001 (2015)
- The importance of ISO documentation
- An overview of our certification procedures

Assessment

There is no formal assessment for this course.
A Certificate of Attendance is issued to those attending the course.

Courses Available

Classroom
Throughout the UK

ISO 9001: Internal Auditor Course

The ISO 9001 (2015) Internal Auditor course provides the skills to monitor and improve your quality management system. Regular monitoring of quality standards will help achieve and maintain international ISO 9001 certification, and this course will equip you with the skills to tailor your own internal audit framework. Workshops, presentations and role-play activities will provide solid knowledge of quality standards auditing. This course is ideal for:

- Staff responsible for conducting internal audits
- Those who want to monitor quality management system performance

Course Content

The ISO 9001 Internal Auditor course covers:

- A comprehensive overview of the ISO 9001 (2015) series
- How to set objectives for, plan and perform a quality standards audit
- The implications of employee behaviour on quality management audits
- Confidential reporting of findings and corrective action

Assessment

There is no formal assessment for this course.
A Certificate of Attendance is issued to those attending the course.

Courses Available

Classroom
Throughout the UK

ISO 9001: Lead Auditor Course

The IRCA Certified (International Register of Certificated Auditors), ISO 9001:2015 Lead Auditor Training Course (A17955) teaches the principles and practices of performing first, second and third-party audits for quality management systems against ISO 9001 (2015). You should have a good knowledge of ISO 9001:2015 and the key principles of a QMS. If not, we strongly recommend you attend a ISO 9001:2015 Requirements course. It will also help if you have attended an internal or lead auditor course or have experience with conducting internal or supplier audits. The course covers the entire audit process, from initiating the audit through to conducting audit follow-up and is suitable for:

- Quality professionals interested in conducting first-party, second-party, and/or third-party audits
- Management representatives
- Quality managers and directors
- Consultants

Course Content

The IRCA Certified ISO 9001:2015 Lead Auditor Training Course (A17955) will cover the following:

Knowledge

- The Purpose of Quality Management Systems
- Quality Management System standards
- Management system audits
- Third-party certification
- The role of an auditor
- Skills
- Planning

- Conduct
- Reporting

Audit Follow Up (to establish conformity with ISO 19011 and ISO 17021, where appropriate)

Skills

- Planning
- Conduct
- Reporting
- Audit Follow Up (to establish conformity with ISO 19011 and ISO 17021, where appropriate)

Entry Requirements

Prior to attending the IRCA Certified ISO 9001:2015 Lead Auditor Training Course (A17955) you will be expected to have:

Knowledge of the following quality management principles and concepts:

- The Plan, Do, Check, Act (PDCA) Cycle
- The relationship between quality management and customer satisfaction
- Commonly used quality management terms and definitions and the 8 Quality Principles, as given in ISO 9000
- The process approach used in quality management
- The Model of a Process-Based Quality Management System, the structure and content of ISO 9001
- Knowledge of the requirements of ISO 9001 (gained through attending a requirements/ Introduction course, or equivalent)
- It will help your learning if you have previous management-system auditing experience e.g. internal auditing.

Assessment

The course is assessed by a written exam.