€ TRAINING

Implementing and Auditing QA ISO 9001 Systems

21 - 25 October 2024
Kuala Lumpur (Malaysia)

Implementing and Auditing QA ISO 9001 Systems

REF: A804 **DATE:** 21 - 25 October 2024 **Venue:** Kuala Lumpur (Malaysia) - **Fee:** 5300 Euro

Introduction:

This training program is designed to equip professionals with the knowledge and skills needed to implement and audit ISO 9001 QMS effectively within organizations. It empowers them to drive organizational excellence and customer satisfaction.

Program Objectives:

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

- Understand the principles and requirements of ISO 9001 Quality Management Systems.

- Implement ISO 9001 QMS effectively within organizations.

- Develop and execute audit plans compliant with ISO 19011 guidelines.

- Conduct comprehensive audits to assess the conformity and effectiveness of QMS processes.

- Provide actionable recommendations for QMS improvement and enhancement.

Targeted Audience:

- Quality managers and coordinators responsible for QMS implementation and maintenance.

- Auditors and quality assurance professionals seeking ISO 9001 certification.

- Management representatives involved in QMS implementation and oversight.

- Professionals interested in enhancing their knowledge and skills in QMS implementation and auditing.

- Organizations aiming to achieve or maintain ISO 9001 certification.

Program Objectives:

Unit 1:

Introduction to ISO 9001 Quality Management Systems:

- Overview of ISO 9001 standard and its importance in quality management.

- Key principles and requirements of ISO 9001 QMS.

- Understanding the process approach and risk-based thinking in QMS implementation.

- Roles and responsibilities within the QMS framework.

- Case studies demonstrating successful ISO 9001 implementation and its benefits.

Unit 2:

Implementing ISO 9001 Quality Management Systems:

- Steps to implement ISO 9001 QMS effectively within organizations.

- Identifying and documenting QMS processes, procedures, and controls.

- Establishing quality objectives and performance indicators.

- Developing documentation and record-keeping systems compliant with ISO 9001 requirements.

- Ensuring employee awareness and competence regarding QMS requirements.

Unit 3:

Developing Audit Plans and Procedures:

- Developing audit plans and schedules aligned with ISO 9001 requirements.

- Identifying audit criteria, scope, and objectives based on organizational needs.

- Creating audit checklists and documentation for effective audit execution.

- Planning resources and ensuring auditor competence for audit activities.

- Ensuring audit plans comply with ISO 19011 guidelines.

Unit 4:

Conducting ISO 9001 Quality Management Systems Audits:

- Techniques for conducting comprehensive QMS audits.

- Planning and executing on-site audits, including interview techniques and data collection methods.

- Evaluating the conformity and effectiveness of QMS processes and controls.

- Identifying non-conformities and opportunities for improvement during audits.

- Documenting audit findings accurately and comprehensively.

Unit 5:

Analyzing Audit Findings and Providing Recommendations:

- Analyzing audit findings to determine root causes and trends.

- Prioritizing findings based on severity and impact on QMS performance.

- Developing actionable recommendations to address identified non-conformities and improvement opportunities.

- Communicating audit results and recommendations effectively to stakeholders.

- Facilitating discussions and providing guidance on implementing corrective and preventive actions.