

# ISO 9001, Quality, Foundation: Certification

Hands-on course of 2 days - 14h

Ref.: IFF - Price 2024: CHF1 870 (excl. taxes)

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Understand the challenges of a Quality Management System

Interpret the ISO 9001 standard

Know essential aspects of implementation

Prepare for the ISO 9001 Foundation certification exam

## EXERCISE

Alternating theory and practice, examples taken from real cases, exercises to help prepare for the exam.

## CERTIFICATION

A "Certified ISO/IEC 9001 Foundation" certificate is issued to participants who have passed the exam and meet all other requirements related to this qualification.

## THE PROGRAMME

last updated: 07/2021

### 1) Introducing concepts of the ISO 9001 Quality Management System

- Introduction to the ISO 9001 family of standards.
- Introduction to management systems and the process approach.
- Understanding the fundamental principles of quality management.
- General requirements: Overview of clauses 4 to 8 of ISO 9001.
- Management responsibility: Overview of Chapter 5.
- Resource management: Overview of Chapter 6.
- Product realization: Overview of Chapter 7.
- Measurement, analysis, and improvement: Overview of Chapter 8.

*Hands-on work* : Reasons for implementing the standard, principles of ISO management as applied to quality, interpretation of ISO 9001 clauses, preparing a QMS project, and writing a quality policy.

### 2) Implementing requirements in accordance with ISO 9001:2015

- Selecting the approach and methodology implemented in the context of ISO 9001.
- Identifying and analyzing customers' needs and requirements.
- Implementing document management.
- Tracking the resource management, product realization, and purchasing process.
- Controlling and monitoring a Quality Management System. Measuring customer satisfaction.
- Conducting an ISO 9001 internal audit and conducting management review of the Quality Management System.
- Implementing a continual improvement program.
- Preparing for the ISO 9001 certification audit and planning for registration with a certification body.

*Hands-on work* : Problem solving, improving a process, QMS operations, quality control tools, customer satisfaction, and corrective action plans.

### 3) Certified ISO 9001 Foundation exam.

- Domain 1: Principles and fundamental concepts of quality.
- Domain 2: Quality Management System (QMS).

*cer* : 1-hour exam.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

# DATES

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REMOTE CLASS  
2024 : 11 Jul, 07 Oct