

# ISO 9001, Quality, Lead Implementer, Certification

**Hands-on course of 5 days - 35h**

**Ref.: ILI - Price 2024: CHF4 050 (excl. taxes)**

## EDUCATIONAL OBJECTIVES

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

To understand the implementation of a Quality Management System in accordance with ISO 9001

To acquire expertise to support an organization in implementing, managing and maintaining a QMS as specified in ISO 9001

To acquire necessary expertise to manage a team implementing ISO 9001

To develop knowledge and skills required to advise organizations on best practices in the management of quality

## CERTIFICATION

This course is followed by a 3 hours "Certified ISO 9001 Lead Implementer" exam.

## THE PROGRAMME

last updated: 01/2018

### 1) Introduction to Quality Management System concepts as required by ISO 9001

- Introduction to management systems and the process approach.
- Fundamental principles of Quality.
- Presentation of the ISO 9000 family standard.
- Understanding the requirements of ISO 9001 clause-by-clause.

*Case study : Case study, experience feedback, group exchange.*

### 2) Initiating a QMS project based on ISO 9001

- Selection of the approach and implementation methodology.
- Identification and analysis of customer needs and requirements.
- Writing a business case and a project plan for the implementation of a QMS.
- Implementation of a document management framework.
- Drafting a QMS (quality manual, procedures, records).

*Case study : Case study, experience feedback, group exchange.*

### 3) Implementing a QMS based on ISO 9001

- Development of a training & awareness program and communicating about the Quality Resource Management processes.
- Product realization processes.
- Purchasing process.
- Operations management of a QMS.

*Case study : Case study, experience feedback, group exchange.*

### 4) Controlling, monitoring and measuring a QMS and the certification audit

- Controlling and monitoring a QMS.
- Measurement of customer satisfaction.
- ISO 9001 internal Audit.
- Management review of a QMS.

## 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](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

- Implementation of a continual improvement program.
  - Preparing for an ISO 9001 certification audit.
- Case study* : Case study, experience feedback, group exchange.

#### 5) ANSI Accredited Certification Exam

- Domain 1: Fundamental principles and concepts in Quality Management.
- Domain 2: Quality Management Best Practice based on ISO 9001.
- Domain 3: Planning a QMS based on ISO 9001.
- Domain 4: Implementing a QMS based on ISO 9001.
- Domain 5: Performance evaluation, monitoring and measurement of a QMS based on ISO 9001.
- Domain 6: Continual improvement of a QMS based on ISO 9001.
- Domain 7: Preparation for a QMS certification audit.

*Exam* : Revision. Final exam.

## DATES

---

### REMOTE CLASS

2025 : 10 Feb, 19 May, 29 Sep,  
24 Nov