ISO 9001 : 2015 – Sensibilisation à la norme Système de management de la qualité

Duration: 1 day
Audience: Pour tous

Who is this training for?

This training is aimed at all managers and professionals involved in the management of the quality management system.

Training objectives

You will be able to fully understand the new requirements of ISO 9001:2015. You will develop your skills to communicate and explain these requirements in your own organization and facilitate the transition to make it a springboard to improving the organization's performance.

- Understand the requirements of the ISO 9001:2015 standard
- Understand the process approach promoted in the standard in order to develop an end-to-end vision for the company's organization
- Understand the risk-based approach to modulate the management system according to the internal and external issues facing the organization
- Be able to map and document a business process to comply with the standard
- Be able to manage the elements of a quality management system in accordance with ISO 9001:2015 for the meeting of the company's objectives
- To be able to apply the relevant tools for the control and improvement of business processes according to the level of maturity of the processes

Summary

Understand the management of a quality management system in accordance with ISO 9001:2015. Apply the relevant tools for its control and improvement within your organization. Putting your customers' expectations back at the heart of your company's operations and ensuring everyone's contribution to achieving your organization's overall objectives is the promise of quality management system management. Step by step, learn how to make managing your system a success.

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Course outline

- Introduction to Quality and ISO 9001
- ISO 9001:2015: Structure and Requirements Management System Documentation
- Process and Mapping Approach
- Risk and Opportunity Management
- Continuous Improvement: PDCA and Quality Tools

Approach and methodology

This training is based on an alternation of theoretical learning and concrete examples. During this training, you will learn the application of commonly used tools to illustrate concepts and ensure their understanding.

The preferred style of animation is based on:

- The pooling of individual experiences.
- Interactions between participants.

Recommendations

Before the training, it is recommended that participants familiarize themselves with the basic concepts of quality management and reflect on the key processes of their organization. A general knowledge of the issues related to customer satisfaction and continuous improvement will facilitate the understanding of the content.

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