



**Course:** ISO 9001:2015 QUALITY IMPLEMENTATION COURSE  
**Duration:** 3 days



AGO Certification has implemented an electronic certification process. On being assessed “competent” all delegates will receive an e-mail notification indicating that their certificate is available at a “vault” location which they can access immediately to obtain the certificate. The certificate will be available at this site for 5 years and can be accessed indefinitely by the delegate. Should a hardcopy certificate be required an additional fee of R145.00 excl. Vat per certificate will be levied. Please indicate your choice when making the booking with AGO Certification

### Course Objectives

Successful learners will be acquainted with the importance and implementation of the **NEW ISO9001:2015** edition governing quality. A strong conceptual understanding of quality management is important to sustain the quality management activities in organizations and other contexts.

### Course Outcomes

At the end of this course with the use of the ISO9000: 2015 & ISO9001: 2015 standards you will be able to:

- Discuss the importance of the content of the Annex SL structure on the new ISO standards.
- Define various quality concepts required by ISO9000: 2015.
- Implement the Annex SL structure in terms of ISO9001: 2015 in detail:
  - Scope: the who, what & the where of your organization?
  - Normative References: are there any other standards to view in conjunction with ISO9001: 2015 for successful certification?
  - Terms & Definitions: New terms & clarification of definitions.
  - Context of the Organization: What do you do – process approach?
- Leadership: moving to strategic level and buy-in.
- Planning: Focus on actions to reduce risks.
- Support: Resources; competence; awareness; communication & documentation – requirements.
- Operation: The focus is on the day-to-day operations & control.
- Performance Evaluation: Monitoring; measurement, analysis & evaluation.
- Improvement: Non-conformity & corrective actions.
- Discuss the new PDCA approach.

### Target Group

- ISO9001 system owners.
- ISO9001 certified company MS team members.
- Implementers of ISO/OHSAS management systems.
- ISO/OHSAS Auditors-in-training

### Pre-Requisites

ISO9001:2015 Awareness Course or work experience in the Quality field.

### Language

This course is presented in the English language.

### Learning Material

Delegates will use the ISO9001 Course manual and will use a loan copy of the new standard.

### Certification & Assignment

The course includes a practical assessment and if successful, you will be issued with a Certificate of Successful Completion.

The ideal setting for this course will be on-site at the client premises where the bulk of the integrated system is to be implemented or, if not the same premises, the site where the major elements of the existing systems are to be found.

The course composition should be at least eight people from the organisation that will be involved in the implementation including a Risk Management and Financial Management representative.

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**Cost:** To be quoted against specific organisational requirements