

Course Outline

Certified ISO 9001 Foundation (Quality Management System)

Duration: 2 days

Learning Objectives:

This course enables the participants to learn about the best practices for implementing and managing a Quality Management System (QMS) as specified in ISO 9001, as well as ISO 9004:2009 (Managing for the sustained success of an organization -- A quality management approach). The participant will learn the different components of a QMS, including the QMS quality manual, required procedures, records, measuring performance, management's Commitment, internal audit, management review and continual improvement.

- To understand the implementation of a QMS in accordance with ISO9001
- To understand the relationship between a QMS and compliance with the requirements of different stakeholders of the organization
- To know the concepts, approaches, standards, methods and techniques allowing to effectively manage a QMS
- To acquire the necessary knowledge to contribute in implementing a QMS as specified in ISO9001

Target Audience:

- Members of an Quality team
- Professionals wanting to gain a comprehensive knowledge of the main processes of a Quality Management System (QMS)
- Staff involved in the implementation or operations related to ISO 9001
- Auditors Learning

PREREQUISITES:

None

Certification:

- A certificate of Certified ISO 9001 Foundation will be issued to participants who successfully passed the exam and comply with all the other requirements related to this credential

Credential	Exam	Professional experience	QMS Audit experience	QMS Project experience	Other Requirements
ISO 9001 Foundation	ISO 9001 Foundation Exam	None	None	None	Signing the PECB code of ethics

- For more information about ISO 9001 certifications and PECB certification process, refer to PECB section on ISO 9001 Foundation Certification

General Information:

- Certification fees are included in the exam price
- A student manual containing over 200 pages of information and practical examples will be distributed to participants
- A participation certificate of 14 CPD (Continuing Professional Development) will be issued to participants
- In case of failure of the exam, participants are allowed to retake the exam for free under certain conditions

Topics Covered:

- Introduction to Quality Management System (QMS) concepts as required by ISO 9001
 - Introduction to the ISO 9000 family of standards
 - Introduction to management systems and the process approach
 - Fundamental principles of Quality Management
 - General requirements: presentation of the clauses 4 to 8 of ISO 9001
- Implementing requirements from ISO 9001:2008
 - Implementation phases of the ISO 9001 framework
 - Continual improvement of Quality
 - Conducting an ISO 9001 certification audit
 - Certification Exam