

A hand in a dark suit sleeve holds a black pen, poised to write. The background is a collage of technical and business graphics: a line graph with an upward trend, bar charts, hexagonal patterns, and various geometric shapes. Overlaid on this are three large circles: a teal one at the top, a white one on the left, and a yellow one at the bottom. A large white gear is partially visible on the right side.

Quality Management Systems



WE
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ISO 9001:2015 Syllabus

AWARENESS ISO 9001:2015 TRAINING

GENERAL INFORMATION



DESCRIPTION

Awareness training is a one-day program covering the basic concept and requirements of ISO 9001:2015. The training provides insight into the advantages of implementing Quality Management Systems (QMS).



EXPECTATIONS AND GOALS

By attending the program, candidates are expected to be able to:

1. Understand the benefit and importance of ISO 9001:2015 for organization
2. Understand the concept, approach, method, and techniques used to implement Quality Management Systems



WHO SHOULD ATTEND:

- Quality Managers
- Individuals interested in Quality Management Systems



PROVIDED MATERIALS

You will get the following materials to support you during the training:

- The training module and case studies
- Certificate of Attendance



OPTIONAL MATERIALS

If you would like to purchase SNI ISO 9001:2015 marked with your name and company, you can request our Sales.

1 day

AWARENESS
ISO 9001:2015
TRAINING

Training Agenda

Topic

Day 1

Background of Quality Management Systems

Key definitions in ISO 9001:2015 standard

Introduction to Quality Management Systems concept

The training provides insight into the advantages of implementing Quality Management Systems

UNDERSTANDING ISO 9001:2015 TRAINING

GENERAL INFORMATION



DESCRIPTION

Understanding training is a two-day program that aims to introduce essential elements of Quality Management Systems (QMS). During this training course, you will understand the different modules of a QMS, including QMS policy, procedures, performance measurements, management commitment, internal audit, management review, and continual improvement.



EXPECTATIONS AND GOALS

By attending the program, candidates are expected to be able to:

1. Identify the key requirements and benefits of ISO 9001:2015
2. Understand the Quality Management Systems (QMS) operation and its principal processes
3. Understand the approaches, methods, and techniques used for the implementation and management of a QMS
4. Attract and retain customers by managing quality and drive continual improvement



WHO SHOULD ATTEND:

- Quality Managers
- Individuals interested in Quality Management Systems
- Individuals interested in pursuing a career in Quality Management



PROVIDED MATERIALS

You will get the following materials to support you during the training

- The training module and case studies
- Certificate of Attendance



OPTIONAL MATERIALS

If you would like to purchase SNI/ISO 9001:2015 marked with your name and company, you can make a special request to our Sales.

2 days

UNDERSTANDING
ISO 9001:2015
TRAINING

Training Agenda

Topic

Day 1

Background of Information Security Management

Benefits of QMS

Terms and definition in QMS

Key concept and principles in ISO 9001:2015

Day 2

Quality Management Systems requirements

IMPLEMENTATION ISO 9001:2015 TRAINING

GENERAL INFORMATION



DESCRIPTION

ISO 9001:2015 is the international standard that specifies the requirements for a quality management system (QMS). This training is designed to provide an understanding of how to implement and maintain a quality management system according to ISO 9001:2015 requirements. Participants will learn the fundamentals of ISO 9001, the steps for implementation, and how to perform evaluations and continuous improvement.



EXPECTATIONS AND GOALS

By attending the course, candidates are expected to be able to:

- Understand the requirements of ISO 9001:2015 and how to implement them in their organization.
- Develop an implementation plan and prepare documentation for certification.
- Identify and address challenges that may arise during implementation.



WHO SHOULD ATTEND:

- Managers or consultants involved in Quality Management
- Quality Management Systems team member
- Internal Auditor and Auditor in Quality Management Systems



PROVIDED MATERIALS

You will get the following materials to support you during the training

- The training module and case studies
- Certificate of Attendance

2 days

IMPLEMENTATION
ISO 9001:2015
TRAINING

Training Agenda

Day 1

Introduction to ISO 9001:2015

Quality Management System Principles

Structure and Requirements of ISO 9001:2015

Clause 4 - Context of the Organization

Clause 5 - Leadership

Clause 6 - Planning

Workshop related to clause 4 to 6

Day 2

Clause 7 - Support

Clause 8 - Operation

Workshop related to clause 7 to 8

Clause 9 - Performance Evaluation

Clause 10 - Improvement

Workshop related to clause 9 to 10

CERTIFIED INTERNAL AUDITOR ISO 9001:2015 TRAINING

GENERAL INFORMATION



DESCRIPTION

Certified Internal Auditor training is a two-day program that provides the necessary input to master the skill needed by a Quality System Auditor based on ISO 19011 guidelines. The training enable candidates to identify any gaps in their organization following ISO 9001:2015 standard.



EXPECTATIONS AND GOALS

By attending the course, candidates are expected to be able to:

- Gain skills needed to assess and report on the conformance, effective implementation of processes, and continual improvement of a QMS
- Understand the requirements of ISO 9001:2015
- Assess the compliance of the system against the needs of the standard
- Plan, conduct, report, and implement follow-up audit activities



WHO SHOULD ATTEND:

- Individuals who want to become Internal Auditors
- Individuals interested in conducting first-party and second-party audits
- Management Representatives, Quality Managers, Engineers, and consultants



PROVIDED MATERIALS

You will get the following materials to support you during the training

- The training module and case studies
- Examination
- Certificate Internal Auditor

PREREQUISITE:

A basic understanding of ISO 9001:2015 (has attended foundation level: Awareness or Understanding training)

2 days

CERTIFIED INTERNAL AUDITOR
ISO 9001:2015
TRAINING

Training Agenda

Topic

Day 1

Overview about ISO 9001:2015

Audit Planning & exercise

Audit Checklist & exercise

Auditing

Audit evidence & exercise

Audit findings

Day 2

Audit reporting

Exercise – how to conduct a closing meeting

How to follow up an audit

Exercise – audit follow up

Wrapping up day 1-2

Final Examination

CERTIFIED LEAD IMPLEMENTER ISO 9001:2015 TRAINING

GENERAL INFORMATION



DESCRIPTION

Certified Lead Implementer training is a four-day intensive program that enables participants to establish, implement, and maintain a Quality Management Systems (QMS) effectiveness so that it is continually improved based on ISO 9001:2015. This training follows the project management practices specified in ISO 10006 (Quality Management Systems-Guidelines for Quality Management in Projects) and the Quality Management Principles described in ISO 9000:2015.



EXPECTATIONS AND GOALS

By attending the course, candidates are expected to be able to:

- Understand the implementation of an ISO 9001:2015 Quality Management Systems



WHO SHOULD ATTEND:

- Managers or consultants involved in Quality Management
- Quality Management Systems team member
- Internal Auditor and Auditor in Quality Management Systems



PROVIDED MATERIALS

You will get the following materials to support you during the training

- The training module and case studies
- Examination
- Certificate as Lead Implementer



OPTIONAL MATERIALS

If you would like to purchase SNI/ISO 9001:2015 marked with your name and company, you can make a special request to our Sales.

4 days

CERTIFIED LEAD IMPLEMENTER
ISO 9001:2015
TRAINING

Training Agenda

Topic

Day 1

Course Introduction

Module 1

Introduction to Quality Management Systems (QMS)

Module 2

Planning and Implementation of a QMS

QMS scope and policies

Roles, responsibilities, and authorities

Exercise 1

Quality objectives and planning of changes

Workshop 1

Leadership and commitment

Workshop 2 – QMS Scope and Policy

Quality objectives and planning of changes

Risk Assessment

Day 2

Implementation of a QMS

Resource management

Exercise 2

Awareness and communication

Documentation management

Operation control

Product requirements, design, and purchasing process

Production and service provision

CERTIFIED LEAD IMPLEMENTER
ISO 9001:2015
TRAINING

Training Agenda

Topic

Day 3

QMS monitoring, measurement, continuous improvement

Monitoring, measurement, analysis, and evaluation

Internal audit

Management review

Treatment of non-conformities

Continual improvement

Day 4

Preparation for a certification audit

Competence and evaluation of implementers

Closing the training

Final Examination

CERTIFIED LEAD AUDITOR ISO 9001:2015 TRAINING

GENERAL INFORMATION



DESCRIPTION

CBQA Global's Certified Lead Auditor program aims to provide candidates with the skills related to preparing, planning, conducting, and reporting audits and assessing the compliance of the Quality Management Systems (QMS) with the requirements of ISO 9001:2015. Candidates will gain knowledge and skills to plan and carry out internal and third-party audits in compliance with ISO 19011 and ISO/IEC 17021-1 standards.

PREREQUISITES:

A basic understanding of ISO 9001:2015 (foundation level) and comprehensive knowledge of audit principles (Professional level: Certified Internal Auditor ISO 9001:2015)



EXPECTATIONS AND GOALS

By attending the course, candidates are expected to be able to:

- Understand an auditor's role to plan, lead, and do an audit following ISO 19011
- Through practical exercises and workshops during the training, it is expected that you can comprehend audit techniques
- Have the skills and knowledge to conduct third-party audits according to the requirements of the ISO 9001, to report and follow up the result.
- Able to manage an audit program, communicate with customers, and conflict resolution.



WHO SHOULD ATTEND:

- Managers or consultants seeking to master a QMS audit process
- Auditors seeking to perform and lead QMS certification audit
- Individuals who want to become a Lead Auditor



PROVIDED MATERIALS

You will get the following materials to support you during the training

- The training module and case studies
- Examination
- Certificate as Lead Auditor



OPTIONAL MATERIALS

If you would like to purchase SNI/ISO 9001:2015 marked with your name and company, you can request to our Sales.

5 days

CERTIFIED LEAD AUDITOR
ISO 9001:2015
TRAINING

Training Agenda

Topic

Day 1

Course Introduction

Introduction to ISO 9001:2015

Course objectives and structure

Standard and regulatory frameworks

Certification process

Fundamental concepts and principles of quality management

Quality Management Systems (QMS)

Day 2

Audit principles, preparation, and launching an audit

Workshop in developing checklist and audit plan for stage 1 audit

Workshop in conducting stage 1 audit

Workshop document review

Audit preparation, approach to process audit, control meetings, differentiate between documents, and records, process & method for gathering objective evidence, typical role of top management in an audit and auditing top management commitment

Workshop in interviewing top management vs operational staff

Day 3

Workshop audit planning

Exercise

Conducting audit

Workshop stage 2 audit

Exercise

Managing audit review, data analytic, sampling, site inspection, audit trails

Workshop audit evidence/ trail

Exercise

Training Agenda

Topic

Day 4

Stage 2 audit: conducting audit interview and onsite observation

Exercise

Recording result

Workshop Report writing

Closing meeting and completing audit

Day 5

Workshop evaluating the effectiveness of the corrective action

Workshop conducting closing meeting

Managing an internal audit program

Competence, evaluation, and closing the training

Final Examination – 2 hours

CBQA Global's Certified Lead Auditor program aims to provide candidates with the skills related to preparing, planning, conducting, and reporting audits and assessing the compliance of the Quality Management Systems (QMS) with the requirements of ISO 9001:2015

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