

## COURSE DURATION: 2 DAYS

### COURSE OVERVIEW

Customer satisfaction is at the heart of any successful business. The best way to achieve exceptional customer service is to adopt an effective quality management system such as ISO 9001: 2015.

This course introduces you to the key concepts and principles of ISO 9001: 2015. You will learn how to interpret the standard's requirements in relation to your operations and conduct a gap analysis of your existing systems.

We will guide you through the steps to plan, document and monitor a QMS that will achieve consistent improvements in your customer service and products.

### WHO IS IT FOR?

- Business owners and managers with responsibility for planning, implementing, maintaining, supervising, or auditing of an ISO 9001:2015 QMS.

### BENEFITS

This course will help your organisation to:

- Identify the key benefits of implementing an effective QMS.
- Develop a plan and determine the resources required for implementation.
- Use proven tools and techniques to support implementation.
- Implement a system that is responsive to customer needs and market changes.

### COURSE CONTENT

- Key concepts and requirements of ISO 9001:2015.
- Implementing key concepts and requirements.
- Using the Plan-Do-Check-Act cycle.
- Documenting information to satisfy an ISO 9001:2015 audit.
- Using gap analysis to conduct a baseline review of your current system.

Download our ISO9001 Internal Auditor App for FREE!

## ISO 9001: 2015 QUALITY MANAGEMENT SYSTEM — IMPLEMENTING



### PRICES

Open course: £325.00 per person + VAT (group discounts available)

On-site training: £1795.00 + VAT (max. 10 delegates)