Arabian Institute For Training

# Quality Assurance and Quality Control using ISO 90012015 as a Framework

## INTRODUCTION

- With over a million organizations worldwide certified to the ISO 9001 quality management systems standard, no organisation can afford to pay the price of not recognizing that managing quality assurance and control are essential requirements for those producing and selling goods and services. The essence of quality management is processes, people, management system and performance evaluation and the revised ISO 9001:2015 is a significant change to the earlier version in addressing the key items that need to be addressed in your quality system. Those organizations that are making the transition to the new standard need to fully understand the differences and what is required particularly on context, interested parties, leadership and risk based thinking.
- The ISO 9001 quality management system formalizes specific techniques for process monitoring, control, measurement and improvement.  Internal and third party auditing provide assurance that systems are maintained and improved. Participants on this  training course will learn about:
- The new ISO high level structure and the resulting changes in the new ISO 9001:2015
- Transition from the previous standard, ISO 9001:2008
- Design and monitoring of controls
- The process approach and process improvement
- The benefits of establishing and maintaining an effective internal audit programme

## PROGRAMME OBJECTIVES

- Be familiar with the requirements of the new ISO 9001:2015
- Understand methods for improving the interaction in business processes
- Analyse quality controls for adequacy and suitability
- Review techniques for process analysis, monitoring and measurement
- Practice auditing techniques
- Consider differing approaches to improvement of the organization

## WHO SHOULD ATTEND?

- Those responsible for achieving quality objectives
- Those with assigned roles in maintaining a quality management system
- Those with responsibility for making the transition to the new ISO 9001:2015
- Those interested in business improvement
- Those designated as quality management systems auditors

## TRAINING METHODOLOGY

- Participants will learn by active participation during the programme through the use of case study materials, exercises and discussion on "real life" issues in their own organizations.

## PROGRAMME SUMMARY

- This training course covers the essential requirements of the new ISO 9001:2015 and will enable existing users of the approach to consider how the revised document will impact upon the existing quality management arrangements. For those new to quality management the curriculum focuses upon tested methodologies that can be employed in any organization to assure the delivery of quality products and services through a systems approach. The role of internal auditors in assisting the organisation in sustaining performance and meeting objectives is emphasised.

## PROGRAM OUTLINE

### A Process Approach to Managing Quality

- An introduction to quality management systems
- The new ISO high level structure for management systems standards and links with the framework for the new ISO 9001:2015
- The process approach
- The organisation as a set of inter-related processes
- Risk and opportunities in your quality management system

### Designing and Implementing ISO 9001:2015

- The PDCA approach
- Risk based thinking
- The organisation and context
- Needs and expectation of interested parties
- The significance of effective leadership in a quality management system
- The role and responsibilities of leaders in the new ISO 9001:2015

### Planning and Operating ISO 9001:2015

- Establishing policies
- Planning for a quality management system
- Addressing risk and opportunity within a quality management system
- Supporting your system – resources and competence
- Operations, planning and control

## Performance Monitoring, Quality Assurance and Analysis

- Measurement and monitoring of processes
- Measurement and monitoring of products
- Measurement and monitoring the satisfaction of interested parties
- Analysis and reporting of data
- Continual improvement of the system
- Continual improvement of the organisation

## Internal Audit as a Management Tool

- Management and planning of an internal audit
- Auditing in practice
- Opening meetings
- Collecting data
- Feedback on the audit
- Audit reporting

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