

ISO 9001 2015 CLAUSES INTERPRETATION AND IMPLEMENTATION STRATEGY

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm



INTRODUCTION

With over a million certificates worldwide, ISO 9001 is one of the most well-known ISO standards. ISO 9001 helps organisations demonstrate that they can offer their customers consistent, good quality products and services. The ISO 9001:2015 standard was revised in response to changing market demands and published in September 2015. The deadline for the transition is by Sept 2018. ISO 9001:2015 contain significant revisions to their structure and contents.

ISO 9001:2015 will be the fifth edition of the Quality Management System (QMS) standard and deemed to be the most significant change since year 2000. This has resulted in more explicit requirements in risk-based thinking, more user-friendly requirements, more flexibility in documentation and a performance based system meeting the needs of interested parties.

BENEFITS

Upon completion of this program, participants will be able to:

- Identify and understand the requirements of ISO 9001:2015 QMS principles and clauses
- Identify the New Structure, Terminology and Concepts of ISO 9001:2015 compared to its previous version and the key changes
- Continual in improving systematically and numerically on the Quality Performance of the organization
- Getting ready for the transition plan to ISO 9001:2015
- Develop a strategy for effective implementation of the changes at their organization

KEY CONTENT

MODULE 1 OVERVIEW OF ISO 9001:2015 CHANGES

- Why ISO9001 change
- What are the ISO9001 change

- ISO9001:2015 upgrading timeline
- ISO 9001:2015 structure & terminology change
- Risk Based Thinking

MODULE 2 REQUIREMENTS OF ISO 9001:2015 QMS PRINCIPLES AND CLAUSES

- **Clause 1: Scope**
- **Clause 2: Normative references**
- **Clause 3: Terms and Definitions**
- **Clause 4: Context of the organization**
 - Understanding the organization and its context; needs and expectations of interested parties; scope of the system; processes of the quality management system

Practical workshop A: Identification of external and internal issues of organization

Practical workshop B: Determining the needs and expectations of interested parties

- **Clause 5: Leadership**
 - Leadership and commitment; quality policy; organizational roles, responsibilities and authorities
- **Clause 6: Planning**
 - Actions to address risks and opportunities; quality objectives and planning to achieve them; planning of changes

Practical workshop C: SWOT Analysis

Practical workshop D: Risk approach and action plan using Risk Register

- **Clause 7: Support**
 - Resources; competence; awareness; communication; documented information
- **Clause 8: Operation**
 - Operational planning and control; requirements for products & services; design and development; control of externally provided processes, products and services; production and service provision; release of products and services; control of nonconforming outputs
- **Clause 9: Performance Evaluation**
 - Monitoring, measurement, analysis and evaluation; internal audit; management review
- **Clause 10: Improvement**
 - Nonconformity and corrective action; continual improvement

MODULE 3 IMPLEMENTATION STRATEGY IN COMPLIANCE

- Implementing strategy in achieving compliance
- Set up a Quality Management System that conforms to the ISO 9001:2015 Standard

AUDIENCE

This course is suitable for Senior management, those responsible for transition their organization's QMS to meet the new requirements, ISO 9001 auditors and quality practitioners, management representatives, operations personnel

METHODOLOGY

This program is essentially participative. There will be Group Discussion, Presentation, Interactive Session Activities and Video Learning.