



Career Development Corporation LTD

ISO 9001 Compliant Course Brochure



A. Designated textbook

This training uses as its accompanying textbook, a complete guide to quality management systems. We recommend that you acquire a copy of this textbook.

NOTE: You may also order a copy of the textbook from your local library



B. Learning outcomes

Did you know that ISO 9001, the international standard for Quality Management Systems, is implemented by over a million organisations worldwide? Dive into the foundations of ISO 9001 through our comprehensive course.

Learning Outcomes:

- Gain an in-depth understanding of the ISO 9001 Family and its significance in global standards.
- Comprehend the key elements of ISO 9001:2015 and their implications for organisational processes.
- Develop insights into leadership responsibility and its role in fostering a quality-oriented culture.
- Master the art of managing plans and risks for effective quality control.
- Acquire knowledge in supporting quality through resource management.
- Navigate operational requirements, from initial considerations to implementation and evaluation.
- Learn the nuances of internal auditing and its advantages in maintaining ISO 9001 standards.
- Explore methods for continual improvement and maintaining excellence.

C. Description

Embark on a journey through the fundamentals of ISO 9001 with our Quality Management Systems Foundation course. With twelve meticulously crafted modules, this theoretical

exploration covers everything from the basics of the ISO 9001 Family to the intricacies of leadership responsibility, risk management, and performance evaluation. Delve into the operational requirements, discover the advantages of internal auditing, and learn the art of continual improvement, all while ensuring strict adherence to ISO 9001 standards.

Course Curriculum:

- **Module 01:** Meet the ISO 9001 Family of quality assurance
- **Module 02:** An Introduction to ISO 9001:2015 for office managers
- **Module 03:** Understanding Your Organisation and its quality requirements
- **Module 04:** Leadership Responsibility with respect to quality based work
- **Module 05:** Managing Plans and Risks to ensure staff production
- **Module 06:** Supporting Quality and Resourcing for production quality
- **Module 07:** Operational Requirements Part-1- Production quality
- **Module 08:** Operational Requirements Part-2-Reporting accuracy
- **Module 09:** Evaluating Performance from a quality perspective
- **Module 10:** Making Improvements continuously
- **Module 11:** Advantages of Internal Auditing of systems and processes
- **Module 12:** Keeping to ISO 9001 requirements up to date within teams

D. Who is this course for?

- Customer Service workers
- Managers and Leaders in Organisations
- Compliance Officers
- Individuals aspiring to understand ISO 9001 standards
- Human resource staff
- Workers in data protection