

# ISO 9001:2015

Introduction & Overview (Blended)

## Introduction:

This interactive course is designed to address the needs of a busy executive that has limited time to get to know the requirements of ISO 9001:2015. The interpretation of every clause of the standard targets those who have very limited or no understanding of ISO 9001.

The clauses of the standard are explained using the context of a business environment but may be applied to any organisation irrespective of type or size.

Blended learning offers the freedom of self-study, combined with access to a facilitator.

## Course outcomes:

- Familiarity with the requirements of the standard at the level required to make informed implementation decisions.
- Understand the obligations of top management.
- Satisfy the ISO 9001 requirements for awareness training relating to the standard.

## Who should attend:

- Top management
- Anyone in a management or supervisory role that manages business processes subject to requirements of the standard.

## Benefits:

- View video presentations within a relaxed timeframe between set milestones, at a location of your choosing. Then interact with a facilitator and other delegates to engage in live discussion.
- Clearly spoken, easy to understand language.
- Facilitators are all extensively experienced in both implementing and auditing environmental management systems.
- Satisfy ISO 9001 requirements for proof of awareness.

Knowledge of the requirements of the ISO 9001:2015 standard is delivered through a series of pre-recorded video presentations that interpret the requirements of the standard. This information is further supplemented by written notes and live answers to your questions in the format of a webinar.

Live Q&A sessions are delivered on appointed days. A series of multiple choice questions supplement the learning provided by each module.

For best benefit, candidates are encouraged to use an original copy of the standard in order to review its content in conjunction with this presentation and associated course notes. The standard is not provided as part of the courseware and should therefore be obtained from your national standards body or from [www.iso.org](http://www.iso.org)

Learning is reinforced with exercises and assessments. A 70% aggregate or more will receive a certificate of successful completion.

## Timeline

Study mode	Duration	Topic	Description
Per advertised start time	30 min	Introduction	Introduction of facilitator, administrative arrangements, structure of notes and technical guidance.
Self-study	16 min	Module 1	Introduction to ISO 9001:2015 0.1. General 0.2. Quality management principles 0.3. Process approach Quality Management Systems Requirements - Interpretation of: 1. Scope 2. Normative references 3. Terms and definitions 4. Context, scope and processes
Self-study	15 min	Exercise 1	Context of the organisation. Multiple choice with self-assessment.
Self-study	11 min	Module 2	Quality Management Systems Requirements - Interpretation of: 5. Leadership
Self-study	15 min	Exercise 2	Leadership. Multiple choice with self-assessment.
Live	15 min	Q&A	Live session with facilitator to cover Module 1 & 2, with Q&A opportunity.
Self-study	21 min	Module 3	Quality Management Systems Requirements - Interpretation of: 6. Planning
Self-study	15 min	Exercise 3	Planning. Multiple choice with self-assessment.
Self-study	12 min	Module 4	Quality Management Systems Requirements - Interpretation of: 7. Support (Part 1)
Self-study	15 min	Exercise 4	Support (Part 1). Multiple choice with self-assessment.
Live	15 min	Q&A	Live session with facilitator to cover Module 3 & 4, with Q&A opportunity.
Self-study	16 min	Module 5	Quality Management Systems Requirements - Interpretation of: Support (Part 2)
Self-study	15 min	Exercise 5	Support (Part 2). Multiple choice with self-assessment.

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## Timeline Continued

Study mode	Duration	Topic	Description
Self-study	7 min	Module 6	Quality Management Systems Requirements - Interpretation of: Operation (Part 1)
Self-study	15 min	Exercise 6	Operation (Part 1). Multiple choice with self-assessment.
Self-study	20 min	Module 7	Quality Management Systems Requirements - Interpretation of: 8. Operation (Part 2)
Self-study	10 min	Exercise 7	Operation (Part 2). Multiple choice with self-assessment.
Live	20 min	Q&A	Live session with facilitator to cover Module 5, 6 & 7, with Q&A opportunity.
Self-study	60 min	Module 8	Quality Management Systems Requirements - Interpretation of: 8. Operation (Part 3)
Self-study	15 min	Exercise 8	Operation (Part 3). Multiple choice with self-assessment.
Live	15 min	Q&A	Live session with facilitator to cover Module 8, with Q&A opportunity.
Self-study	16 min	Module 9	Quality Management Systems Requirements - Interpretation of: 9. Performance Evaluation
Self-study	15 min	Exercise 9	Performance Evaluation. Multiple choice with self-assessment.
Self-study	12 min	Module 10	Quality Management Systems Requirements - Interpretation of: 10. Improvement
Self-study	15 min	Exercise 10	Improvement. Multiple choice with self-assessment.
Live	30 min	Q&A	Live session with facilitator to cover Module 9 & 10, with Q&A opportunity.

Course duration: ± 8 hours