

Interpretation of ISO 9001: 2015

General objectives:

This course aims to present the added value of continuous improvement of quality management systems in organizations certified and / or implementation process, to still know the terminology and regulatory frameworks and foundations. Will provide participants with active management of the Quality Management System tools - (QMS) and methodologies for planning the implementation of a quality management system as well as assessing effectiveness of it in the organization.

Specific objectives:

At the end of the course the professionals will be able:

- Understand the Quality Management System;
- Know the concepts associated with the 7 principles of quality;
- The goal of a quality management system;
- The benefits of growth in business and organizational benefits of a properly implemented QMS and its impact on productivity and customer satisfaction;
- The structure ISO 9001 rules: 2015;
- Specific requirements of ISO 9001: 2105 and its informative annexes;
- Continuous system improvement and assessment methodologies;
- Certification Planning a quality management system;
- Evaluation of the effectiveness of a QMS.

Target Audience:

All professionals certified organizations and / or certification process and professionals interested in making sure the organization through quality management system according to ISO 9001: 2015.9001: 2015.

Hours:

12 hours

Program content:

Module I - Regulatory Structure

- Annex SL

Module II - The 7 Principles of Quality Management

- Identification of quality management principles
- Analysis and reflection on them

Module III - The thought based on risk and the Quality Management System

- Definition of risk
- Approaches possible identification / treatment of risks

Module IV - Process approach and the Quality Management System

- Process concept;
- Understanding, defining and managing interrelated processes of the organization.

Module V - Analysis of ISO 9001: 2015

- Clause 3 - Terms and Definitions;
- Clause 4 - organization context;
- Clause 5 - Leadership;
- Clause 6 - Planning;
- Clause 7 - Support;
- Clause 8 - operationalization;
- Clause 9 - Performance Evaluation;
- Clause 10 - Improvement;
- Annex A - Clarification of the new structure, terminology and concepts;
- Appendix B - Other standards related to quality management and quality management systems.

Module VI - the effectiveness of a quality management system assessment

- Evaluation Methodologies
- Implementation of action plans for continuous improvement

Module VII – Conclusion

- Reflection on the Quality Management System as a booster that the increase in business and customer satisfaction.
- Quality system management cycles
- Quality management system certification (specificities of different business areas).