



TRAINING THAT DEVELOPS
REAL CAPABILITY



**Developing a Process-based
Quality Management System for
ISO 9001:2015**

Q001

Developing a Process-based Quality Management System for ISO 9001:2015

ISO 9000 defines a quality process as a 'set of interrelated or interfacing activities, which transform inputs into outputs.

The purpose of the process approach is to enhance an organisation's effectiveness and efficiency in achieving its defined objectives. In relation to ISO 9001:2015 this means enhancing customer satisfaction by meeting customer requirements.

This course aims to provide an understanding of the concepts, intent and the application of the "process approach" to the ISO 9001 Quality Management System standard.

Duration & Price

Duration: 1 day

Delivery mode: This programme is available In-Company

Dates & Locations

In-Company training programmes are customised for your organisations specific needs. Most In-Company training is now delivered virtually.

In-Company Training

Please [contact us](#) for more information on our In-Company training options

What's covered?

- The 8 Principles of Quality Management
- How to identify your key business processes
- The system/process/procedure relationship
- Defining your system & processes
- How to map processes & activities cross-functionally
- Process mapping techniques
- Measuring process and system performance
- Choosing the right measures (key performance indicators) to measure the effectiveness & efficiency of processes.

Who should participate?

- Quality managers & engineers
- Business improvement managers
- Internal and supplier/vendor auditors
- Those who manage quality management systems

What will I learn?

Participants achieve the following learning outcomes from the programme;

- Identify their key business processes
- Differentiate between policies, processes and procedures
- Map processes & activities cross-functionally
- Learn process mapping techniques
- Measure process & system performance
- Choose the right measures (key performance indicators) to measure the effectiveness & efficiency of their processes.

What Our Learners Say

We believe in excellence through transparency and continuous improvement. That's why we invite all our delegates to share their experiences on [CourseCheck.com](https://www.coursecheck.com), an independent platform dedicated to genuine, unfiltered feedback. Learner insights help us not only to enhance our training programmes but also empower potential learners to make informed decisions. Click on the link below to read firsthand experiences and testimonials from past learners.



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LEAN SIX SIGMA, PROCESS & PROJECT MANAGEMENT

- Lean Six Sigma
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- Project & Programme Management

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