

Implementing an ISO 9001 QMS

Duration : 3 days | Formats : On site · Live virtual classroom · Tailored in-house | Languages : FR · EN · AR · ES

Three days to build or rework a quality management system that holds up in front of an auditor, without stacking up procedures nobody follows.

What you will be able to do

- Map the requirements of clauses 4 to 10 onto your actual processes
- Write a quality policy and objectives that can be measured
- Build the process map and its indicators
- Get your organization ready for the certification audit

Context

A quality system gets built twice: once on paper, once in practice. The gap between the two is what the auditor comes to measure, and it is almost always where certification is decided. This session starts from your real processes and maps clauses 4 to 10 onto them, rather than the other way round.

Who it is for

Quality managers, future process owners

Important

Session built on ISO 9001:2015 and its 2024 climate amendment. The text of the standard is not supplied: it is purchased from ISO or IMANOR, and the session does not reproduce it. Bring your process map if you have one: the exercises work on your activities, not on a textbook case.

Prerequisites

No prerequisites. Workplace experience makes the case studies easier.

Course programme

01. Context, interested parties and scope

- Internal and external issues: what clause 4.1 actually asks for
- Relevant interested parties and the requirements you retain
- Scope: justifying an exclusion without inventing one

02. Leadership, policy and roles

- What the auditor asks of top management, and in what form
- A quality policy whose commitments can be verified
- Roles, responsibilities and authorities actually assigned

03. Planning

- Risks and opportunities: determining them without manufacturing a matrix
- Measurable quality objectives and their action plans
- Planning of changes: the requirement most often forgotten

04. Support and operation

- Competence, awareness and the evidence expected
- Documented information: what is required and what is not
- Control of external providers and evaluation criteria

05. Evaluation and improvement

- Internal audit programme and auditor independence
- Management review: the required inputs and outputs
- Nonconformities, corrections and corrective actions

What you receive

An HEMC training attendance certificate, the course materials and the templates used during the session.

Where and how

On site in Morocco and Africa, virtual classroom live with the trainer, bespoke in-house sessions wherever you operate.

Request a programme and a quote : contact@hem-consulting.com | +212 660 125 242 | hem-consulting.com