



ISO 9001 is a general standard constituting a guide for the management and organization of a company or an organization.

Without defining ready-made solutions, the ISO 9001 standard allows everyone to adapt and improve their practices in relation to their strategy and culture.

1 PUBLIC

This training is intended for companies in all line of business who wish to improve their organization and their operating methods in order to satisfy their customers and stakeholders.

2 PREREQUISITES

There are no knowledge or qualification prerequisites to attend this training.

3 TRAINING OBJECTIVES

At the end of the training:

- You will have acquired the quality principles
- You will know the requirements of the ISO 9001 standard and will be able to translate them to the case of your company
- You will be able to engage your teams in an ISO approach and build your Quality Management System
- You will be able to engage your company in a certification process

4 TRAINING CONTENT

The content of the training, its duration will be personalized and adapted to meet your specific requirements and the case of your company.

> The fundamentals of quality and ISO 9001

The challenges of the quality approach

- The concept of product quality, quality assurance and quality management
- Quality and control: two complementary and inseparable fundamental concepts

ISO 9001 standard

- A generic text structured around founding principles
- The main requirements of the ISO 9001 standard: their practical implementation in the company
- Certification objectives

> ISO 9001 : How to make it a tool for customer and stakeholder satisfaction

- The reference framework: Identification of stakeholders (interested), Building the Quality Policy in line with the strategy, Identifying the priority areas of work (based on risks and opportunities)
- Regulatory requirements: their integration and impact on the product-services delivered to customers, on the operating methods
- The implementation of business processes and supports analysis of the existing situation and assistance in redefining the processes: interactions and control points, the action plan by process
- « Useful » documentation

> ISO 9001: How to make it a management tool

- Quality indicators, scoreboards, animation, communication
- The handling of malfunctions and complaints. Follow-up of action plans

> How to control the implementation of processes

- Supervisory and control authority: process reviews, management review, internal audit
- Purposes, Methodology, “Supervised” realization

5 TEACHING MEANS

- ISO 9001 V2015 standard delivery
- Illustrations and comments around examples put in place : maps, processes, operating methods, action plans

- Alternation between analysis and practice of the standard in the case of the company

6 TECHNICAL MEANS

This training carried out face to face with the Directors, and/or the operational managers, and/or the quality referents. It will require a video projector and/or a screen, a paperboard and pens.

7 ASSESSMENT OF LEARNING

The achievements of the training will be evaluated by practical situations within the company. A knowledge assessment will also be organized to measure progress.