



TRAINING THAT DEVELOPS  
*REAL CAPABILITY*



## ISO 9001:2015 Overview for Managers (QMS)

Q008

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This half-day course is designed to provide an overview of the requirements of ISO 9001:2015. It is structured to give managers an understanding of how to design and implement a QMS within their own organisation, the benefits of doing so and the role of leadership in QMS.

The course addresses the requirements of ISO 9001:2015 and will incorporate examples of documented information required for ISO 9001 and will be practical in nature.

The course will also be of interest to companies who do not necessarily wish to move towards formal certification of their QMS but who wish to meet and exceed their customer requirements.

### Duration & Price

Duration: 0.5 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?

- Overview and introduction to quality management
- Requirements of ISO 9001:2015 & Annex SL
- Overview of QMS terms and definitions
- Understanding of organisational context and key stakeholders
- Top management's role in leadership i.e. what they can/can't delegate
- QMS policy and objectives and aligning these with strategic direction of company
- Taking action to address risks and opportunities
- Utilizing a process approach and risk-based thinking
- Documented information i.e. what needs to be maintained and retained
- Competence and communication and obtaining buy-in
- Requirements needed for product and services
- QMS audit and review
- Role of third party auditors/certification bodies

## Who should participate?

This course will be of interest to managers in the company who are involved in the management of a QMS and who need to demonstrate leadership relating to the quality function. It will also be relevant to personnel considering implementing a QMS, those who require an overview of the changes to the standard and those in the organisation who wish to enhance their levels of customer satisfaction.

## What will I learn?

Participants achieve the following learning outcomes from the programme;

- Understand the elements of a quality management system such as ISO 9001:2015
- Understand the requirements of ISO 9001:2015 and the structure of management system standards
- Know the terms and definitions associated with a QMS
- Evaluate the context of their organisation
- Have knowledge of the level of engagement needed from top management to implement, operate and maintain a QMS
- Understand the level of resources needed for the operation of a QMS
- Have an understanding of the level of documented information needed
- Understand performance evaluation and corrective action and management review
- Appreciate the importance of improving customer satisfaction

## How do we train and support you?

### **In-House Courses**

For In-House courses, the Tutor will contact the Course Organiser in advance to discuss the programme in more detail in order to tailor it specifically to the organisation.

### **Course Manual**

Delegates will receive a very comprehensive course manual.

## Tutors



**Elizabeth Walker**  
[View Profile](#)



**Finbarr Stapleton**  
[View Profile](#)



**Gerry Higgins**  
[View Profile](#)



**Peter Fleming**  
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## 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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SQT Training Ltd. | T: +353 61 339040 | E: [info@sqt-training.com](mailto:info@sqt-training.com)  
W: [sqt-training.com](http://sqt-training.com)



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