



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

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## 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.

## Tutors



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**Gerry Higgins**  
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**Nick Smyth**  
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