



Introduction to ISO 9001:2015

Discover the main principles of quality management and how it can be integrated into your business by attending this practical Introduction to ISO 9001 training course.

This 1-day course provides an in-depth overview of the ISO 9001:2015 standard and its relevance to quality management and business improvement. Attendees will learn about the key features of a process-based quality management system (QMS) and the importance of considering risk in planning.

This course will enable delegates to:

- fully appreciate the business benefits of a QMS
- understand how to use the Plan, Do, Check, Act (PDCA) model for managing risk and facilitating continual improvement
- understand the requirements of ISO 9001.

COURSE DURATION

1 day

CPD

Equivalent to 7 hours

COURSE PRICE

From £625 + VAT

DATES & VENUES

[View dates & venues](#)

CERTIFICATES

All delegates will receive a certificate on completion.

Who should attend?

This Introduction to ISO 9001:2015 training course is suitable for those at all levels who wish to gain an understanding of the role of QMS within the business.

At a practical level, the course is an excellent starting place for those who:

- need to understand ISO 9001:2015 as part of their job role
- have responsibility for business improvement and customer relationships
- are involved in the implementation or maintenance of a QMS, now or in the future
- are new to auditing and need an understanding of quality management and ISO 9001

The course is an ideal introduction for aspiring auditors, and we offer a discount of £150 for those booking this course together with the Internal Auditor training or Lead Auditor training courses. Use the 'Book Now' button next to your preferred date and then click 'Add Recommended Course' to take advantage of this offer.

To help delegates get the most from their training, we run this course on the day before each scheduled ISO 9001 Internal Auditor course.

The course would also provide insight for senior leaders and management into the value and business benefits of implementing an effective QMS based on ISO 9001.

Key topics

Topics covered in the course include:

- an overview of ISO 9001:2015 and its relevance to a business/quality management system
- identifying key interested parties, the key issues of business, and risk-based thinking
- communication, resources, training, competence and documented information
- quality management principles and the key components of a QMS
- Annex SL as a framework for all management system standards
- process approach and how it is used in quality management
- how a QMS establishes a culture of continual improvement
- leadership and management commitment
- integration of management systems
- performance evaluation and analysis
- the role of certification bodies

In-company training

Ideal for groups, you can receive this course exclusively for your organisation at your premises or online in our user-friendly Virtual Classroom.

Enjoy cost-effective flexibility and personalised learning with tailored messaging designed to address your unique business challenges. Contact us for a quote.

Course agenda

Our training courses are designed to optimise the learning experience for delegates both in face-to-face settings and in our Virtual Classroom.

Led by our expert tutors, attendees will follow an agenda that is similar in structure to:

- Welcome and Introductions
- Module 1 Quality management systems
- Module 2 The organisation in context
- Workshop 1 Issues and interested parties
- Module 3 Scope of the management system
- Module 4 The quality management system and its processes
- Workshop 2 High-level process map
- Module 5 Leadership
- Module 6 Planning
- Workshop 3 Risks and opportunities
- Module 7 Support
- Module 8 Operation
- Modules 9-10 Performance evaluation and improvement
- Workshop 4 ISO 9001:2015 requirements
- Module 11 Documented systems
- Module 12 Implementation and certification
- Review and close

Skills gained

By the end of this ISO 9001:2015 Introduction course, attendees will:

- understand the principles and interpret the key requirements of ISO 9001:2015, and appreciate how they apply to their business processes
- be able to initiate the QMS implementation process (or develop and enhance their existing QMS) within their organisation
- be able to share the knowledge with their colleagues.



Following the course, a Certificate of Completion will be awarded to those who complete the course, in recognition of their new knowledge and understanding of ISO 9001.

The tutor was super lovely and made the long hours of information fun and interactive. I was expecting more of a lecture experience but actually it was far better than expected, because of this I have retained most of my knowledge.

Contitech United Kingdom Ltd

Very comprehensive pack of materials, supplemented by further handouts from tutor. All very accessibly presented. Tutor was excellent and managed the diverse levels of knowledge of the group well.

UK Energy Management (Ne) Ltd

The course content was exactly what I was looking for having taken over a QM system, but wanting to understand why things were implemented the way they were

Graypen Limited

There was no question left unanswered. Every detail was clarified for us by the tutor

QED Environmental Systems Ltd

[Read our ISO 9001 course reviews](#)

Why train with Bywater?

Bywater is the leading independent provider of professional ISO 9001 training in the UK.

Our expert training offers practical understanding of how to realise the benefits and assess the success of implementing and operating a quality management system.

Our delegates know they can rely on proven training delivered by experts at times and locations to suit their needs.

40 years established

100+ course titles

15 UK locations

1000+ courses annually

 Global Virtual Classroom

CQI & IRCA, ISEP, RSS and IOSH approved training provider.

 [VIEW DATES & VENUES](#)

Booking is easy

Simply select a course date and venue and fill in the online form. View our full range of courses at [**www.bywater.co.uk**](http://www.bywater.co.uk)

If you have any questions please call us on 0333 123 9001, use our online chat or email [**contact@bywater.co.uk**](mailto:contact@bywater.co.uk)

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