CERTIFIED ISO 9001 LEAD IMPLEMENTER

MASTERING THE IMPLEMENTATION AND MANAGEMENT OF A QUALITY MANAGEMENT SYSTEM (QMS) BASED ON ISO 9001

SUMMARY

This five-day intensive course enables the participants to develop the necessary expertise to support an organization in implementing and managing a Quality Management System (QMS) based on ISO 9001. The participants will also gain a thorough understanding of best practices used to implement quality processes based on requirements from ISO 9001. This training is consistent with the project management practices established in ISO 10006 (Quality Management Systems - Guidelines for Quality Management in Projects). This training is fully compatible with ISO 9004 guidance (Managing for the sustained success of an organization -- A quality management appr   oach).

COURSE AGENDA

DURATION: 5 DAYS

DAY 1
Introduction to Quality Management System (QMS) concepts as required by ISO 9001

► Introduction to the management systems and the process approach
► Fundamental principles of Quality
► Presentation of the ISO 9000 family standard
► Understanding the requirements of ISO 9001 clause-by-clause

DAY 2
Initiating a QMS project based on ISO 9001

► Selection of the approach and implementation methodology
► Identification and analysis of customer needs and requirements
► Writing a business case and a project plan for the im plementation of a QMS
► Implementation of a document management framework
► Drafting a QMS (quality manual, procedures, records)

DAY 3
Implementing a QMS based on ISO 9001

► Development of a training & awareness program and communicating about the Quality Resource Management processes (human resources, infrastructure and work environment)
► Product realization processes
► Purchasing process
► Operations management of a QMS

DAY 4
Controlling, monitoring and measuring a QMS and the certification audit of a QMS in accordance with ISO 9001

► Controlling and monitoring a QMS
► Measurement of customer satisfaction
► ISO 9001 internal audit
► Management review of a QMS
► Implementation of a continual improvement program
► Preparing for an ISO 9001 certification audit

DAY 5   ANSI Accredited Certification Exam

WHO SHOULD ATTEND?

► Project managers or consultants wanting to prepare and support an organization in the implementation of a Quality Management System (QMS)

► Quality executives

► ISO 9001 auditors who wish to fully understand the Quality Management System implementation pr   ocess

► Individuals responsible for the Quality or conformity in an organization

► Members of a Quality team

► Expert advisors in Quality Management Systems

► Technical experts wanting to prepare for a quality function or for a QMS project management function

LEARNING OBJECTIVES

► To understand the implementation of a Quality Management System in accordance with ISO 9001

► To gain a comprehensive understanding of the concepts, approaches, standards, methods and techniques required for the effective management of a Quality Management System

► To understand the relationship between the components of a Quality Management System and the compliance with the requirements of different stakeholders of an organization

► To acquire necessary expertise to support an organization in implementing, managing and maintaining a QMS as specified in ISO 9001 and ISO 9004

► To acquire necessary expertise to manage a team implementing ISO 9001

► To develop knowledge and skills required to advise organizations on best practices in the management of quality

► To improve the capacity for analysis and decision making in the context of quality management

► To prepare an organization for an ISO 9001 audit

► The "Certified ISO 9001 Lead Implementer" exam fully meets the requirements of the PECB Examination and Certification Program (ECP). The exam covers the following competence domains:

DOMAIN 1: FUNDAMENTAL PRINCIPLES AND CONCEPTS IN QUALITY MANAGEMENT

1 Main Objective: To ensure that the ISO 9001 Lead Implementer candidate can understand, interpret and illustrate the main Quality Management concepts related to a Quality Management System (QMS)

DOMAIN 2: QUALITY MANAGEMENT BEST PRACTICE BASED ON ISO 9001

2 Main Objective: To ensure that the ISO 9001 Lead Implementer candidate can understand, interpret and provide guidance on how to implement and manage the Quality Management requirements based on best practices of ISO 9001

DOMAIN 3: PLANNING A QMS BASED ON ISO 9001

3 Main Objective: To ensure that the ISO 9001 Lead Implementer candidate can plan the implementation of a QMS in preparation for an ISO 9001 certification

DOMAIN 4: IMPLEMENTING A QMS BASED ON ISO 9001

4 Main Objective: To ensure that the ISO 9001 Lead Implementer candidate can implement the processes of a QMS required for an ISO 9001 certification

DOMAIN 5: PERFORMANCE EVALUATION, MONITORING AND MEASUREMENT OF A QMS BASED ON ISO 9001

5 Main Objective: To ensure that the ISO 9001 Lead Implementer candidate can evaluate, monitor and measure the performance of a QMS in the context of an ISO 9001 certification

DOMAIN 6: CONTINUAL IMPROVEMENT OF A QMS BASED ON ISO 9001

6 Main Objective: To ensure that the ISO 9001 Lead Implementer candidate can provide guidance on the continual improvement of a QMS in the context of ISO 9001

DOMAIN 7: PREPARING FOR A QMS CERTIFICATION AUDIT

7 Main Objective: To ensure that the ISO 9001 Lead Implementer candidate can prepare and assist an organization for the certification of a QMS against the ISO 9001 standard

► The "Certified ISO 9001 Lead Implementer" exam is available in different languages, including English, French, Spanish and Portuguese
► Duration: 3 hours
► For more information about the exam, please visit: www.rcertsea.com

CERTIFICATION

► After successfully completing the exam, participants can apply for the credentials of Certified ISO 9001 Provisional Implementer, Certified ISO 9001 Implementer or Certified ISO 9001 Lead Implementer, depending on their level of experience

► A certificate will be issued to participants who successfully passed the exam and comply with all the other requirements related to the selected credential:

Credential	Exam	Professional Experience	QMS Audit Experience	QMS Project Experience	Other Requirements
ISO 9001 Provisional Implementer	ISO 9001 Lead Implementer Exam	None	None	None	Signing the PECB code of ethics
ISO 9001 Implementer	ISO 9001 Lead Implementer Exam	Two years One year of Quality Management work experience	None	Project activities totaling 200 hours	Signing the PECB code of ethics
ISO 9001 Lead Implementer	ISO 9001 Lead Implementer Exam	Five years Two years of Quality Management work experience	None	Project activities totaling 300 hours	Signing the PECB code of ethics

GENERAL INFORMATION

► Certification fees are included in the exam price

► Participant manual contains over 450 pages of information and practical examples

► A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued to participants

**ROYALCERT INTERNATIONAL REGISTRAR
RCERT (SEA) SDN BHD**
Contact : +603-3322 1535
Email : enquiry@rcertsea.com
Website : www.rcertsea.com
Offices
SOUTH EAST ASIA
Singpore, Kuala Lumpur (Malaysia), Ho Chin Minh (Vietnam), Bali (Indonesia), Manila(Phillipines) , Macau (China)
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