



# ISO 9001:2015 Quality Management System Awareness

## Introduction

ISO9001 is intended to be applicable to all types and sizes of organization – regardless of the nature of the product and services they provide. The standards have formed a basis for the development of a whole range of other management systems standards including environmental, health and safety, information security, energy and others.

The new ISO9001 is expected to be more closely geared to customers and to integrate market needs. Companies nowadays often find themselves in a complex, dynamic environment which presents them with new challenges. This development will also be reflected by ISO9001:2015, with a major role being played by aspects such as risk management, change management and knowledge management.

## Training Objectives

On completion of the course, participants will be able to familiarize with new standard requirement and new introduced clauses of ISO9001:2015 for below purposes:-

- 1) To provide a stable framework of requirements for the next 10 years or more
- 2) To be sufficiently generic – to all sizes and types of organizations operating in any sector
- 3) To maintain the present focus on effective process management
- 4) To take into account changes to Quality Management practice and technology
- 5) To reflect changes in the increasing complex, demanding and dynamic environments in which organizations operate
- 6) To apply common high level structure, definitions and text, in order to enhance compatibility and alignment with other ISO management system standards
- 7) To simplify effective implementation in organizations and effective compliance reviews
- 8) To use simple phrasing to ensure common understanding and consistent interpretation of the requirements
- 9) To make necessary preparation for the next major revision



## Tentative Training Programme

<b>Time</b>	<b>Proposed Itinerary</b>
0830 – 0900	Participants Arrival and Registration
0900 – 0930	Introduction / Learning Objectives Certification Process
0930 – 1000	Introduction to 7 Quality Management Principles
1000 – 1030	MS ISO 9001:2015 <b>Clause 4 - Context of the organization</b> 4.1. Understand the Organization and its context 4.2. Understand the Needs and Expectation of Interested Parties 4.3. Determine the Scope of Quality Management System 4.4. Quality Management System and its Processes
1030 – 1045	Break – Morning Tea Break
1045 – 1145	MS ISO 9001:2015 <b>Clause 5 – Leadership</b> 5.1. Leadership and commitment 5.2. Policy 5.3. Organizational roles, responsibilities and authorities
1145 – 1300	MS ISO 9001:2015 <b>Clause 6 – Planning</b> 6.1. Actions to address risks and opportunities 6.2. Quality Objectives and planning to achieve them 6.3. Planning of Changes <b>Clause 7 – Support</b> 7.1. Resources 7.2. Competence 7.3. Awareness 7.4. Communication 7.5. Documented Information
1300 – 1400	Lunch
1400 – 1500	MS ISO 9001:2015 <b>Clause 8 – Operation (Identification &amp; Traceability and Preservation of Goods &amp; Services)</b> 8.1. Operational Planning and Control 8.2. Requirements for Products and Services 8.3. Design and Development of Product and Services 8.4. Control of Externally Provided Processes, Products & Services 8.5. Production and Service Provision 8.6. Release of Products and Services 8.7. Control of Nonconforming Outputs
1500 – 1600	<b>Clause 9 – Performance Evaluation (Internal Audit &amp; Management Review)</b> 9.1. Monitoring, Measurement, Analysis and Evaluation 9.2. Internal Audit 9.3. Management Review
1600 – 1615	Break – Evening Tea Break
1645 – 1700	MS ISO 9001:2015 <b>Clause 10 – Improvement (Nonconformity &amp; Corrective Action)</b> 10.1. General 10.2. Nonconformity and Corrective Action 10.3. Continual Improvement
1700 – 1730	Summary / QA Session



## REGISTRATION FORM

### ISO9001:2015 Quality Management System Awareness

Date : **8<sup>th</sup> August 2017**

Venue : **Kota Permai Golf & Country Club Kota Kemuning Shah Alam**

Fee : **RM500 per person**

#### CONTACT PERSON DETAIL

Company Name & Address:

Tel. No :

Fax No. :

Participant Name	Position	E-mail Address & Mobile Phone No.

#### Payment

- Cheques payment made payable to **Prinsip Mahir Sdn Bhd** OR Bank-in to our Hong Leong Bank A/C No. **067-000-59788**
- Wire transfer: **Hong Leong Bank Berhad, No. 1 & 3, Jalan Seri Sarawak 17, Taman Sri Andalas, 41200 Klang, Selangor**
- Swift Code : **HLBB MYKL**

- Any cancellation of registration upon confirmation will not be entertained.
- If the participant is unable to attend, a replacement is acceptable as the fees are non-refundable.
- PM reserves the right to change the course date, speaker(s) and venue if it deemed necessary.
- Course fee is 100% HRDF Claimable under SBL Scheme

\* Please fax your registration form to 603-3166 0166 or e-mail to [enquiry@prinsipmahir.net](mailto:enquiry@prinsipmahir.net)