



QUALITY AND PRODUCTIVITY

ISO 9001:2015 Requirements and Implementation

Course code: QP-006

SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

info@sparktraining.eu

+31 85 115 0004 | sparktraining.eu

— Workshop Overview

ISO 9001:2015 is the world's most widely recognized Quality Management System (QMS) standard, helping organizations improve operational efficiency, customer satisfaction, and continual improvement. This course provides participants with a practical understanding of ISO 9001:2015 requirements and the skills needed to plan, implement, maintain, and improve an effective Quality Management System.

Why Attend

The course combines presentations, workshops, practical exercises, case studies, group discussions, implementation planning activities, and real-world examples to help participants understand and apply ISO 9001:2015 requirements effectively.

Who Should Attend

Quality managers and professionals
Internal auditors
Compliance and governance professionals
Operations managers and supervisors
Process owners and department managers
Consultants involved in management systems implementation

— Learning Objectives

- Understand the structure and requirements of ISO 9001:2015
- Apply risk-based thinking within a Quality Management System
- Develop and implement a QMS aligned with ISO 9001 requirements
- Conduct gap analyses and implementation planning activities
- Establish quality objectives, performance indicators, and monitoring systems
- Prepare for internal audits and certification assessments
- Promote continual improvement and organizational excellence

Course Outline

**DAY
1**

ISO 9001:2015 Fundamentals and Quality Management Principles

- Understanding the evolution, purpose, and benefits of ISO 9001:2015
- Exploring key terminology and concepts used within quality management systems
- Understanding risk-based thinking and its application within organizational processes
- Applying the process approach to improve organizational performance
- Understanding the Plan-Do-Check-Act methodology and continual improvement principles
- Exploring the seven Quality Management Principles and their practical application
- Understanding the High-Level Structure and its role in management system integration

**DAY
2**

Understanding ISO 9001:2015 Requirements

- Understanding organizational context and stakeholder expectations
- Exploring leadership responsibilities and commitment to quality management
- Reviewing planning requirements and risk-based approaches within the QMS
- Understanding support requirements, including resources, competence, awareness, and communication
- Managing documented information effectively within a quality management system
- Understanding operational planning and process management requirements
- Reviewing performance evaluation and continual improvement requirements

**DAY
3**

Planning a Quality Management System Implementation

- Reviewing different approaches to quality management and operational excellence
- Understanding the relationship between quality systems and continual improvement frameworks
- Identifying internal and external factors affecting organizational performance
- Determining stakeholder requirements and expectations
- Conducting gap analyses to assess current practices against ISO 9001 requirements
- Defining QMS scope, boundaries, and implementation priorities
- Practical exercises on context analysis, gap assessment, and implementation planning

**DAY
4**

Developing and Implementing the QMS

- Establishing quality policies, objectives, and implementation plans
- Developing effective documentation and process management systems
- Defining roles, responsibilities, and accountability within the QMS
- Communicating quality requirements and organizational changes effectively

- Implementing monitoring and measurement systems for performance evaluation
- Developing meaningful quality metrics and key performance indicators
- Practical workshop on process design, documentation, and performance measurement

DAY

5

Internal Auditing, Certification, and Continual Improvement

- Understanding the role of internal audits in maintaining QMS effectiveness
- Developing risk-based internal audit programs and schedules
- Applying continual improvement techniques and corrective action methodologies
- Understanding management review processes and organizational performance evaluation
- Preparing for certification audits and external assessments
- Reviewing certification processes and best practices for audit readiness
- Course review, action planning, and implementation roadmap development

— Upcoming Classroom Dates

DATE	LOCATION	FEE
25 - 29 January 2027	Amsterdam - Netherlands	€1,900
22 - 26 February 2027	London - United Kingdom	€2,100
22 - 26 March 2027	Istanbul - Türkiye	€1,400
26 - 30 April 2027	Vienna - Austria	€2,250
24 - 28 May 2027	Barcelona - Spain	€1,600
28 June - 2 July 2027	Paris - France	€2,250
26 - 30 July 2027	Frankfurt - Germany	€1,700
23 - 27 August 2027	Barcelona - Spain	€1,600

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.