

Quality Management Systems Training Courses



2017 Calendar

No.	Course Title	Duration	Date
1	ISO 9001:2015 Understanding and Implementation	5 Days	21 – 25 August 2017
2	ISO 9001:2015 Transition	2 Days	16 – 17 October 2017
3	ISO 9001:2015 Implementation	3 Days	18 – 20 October 2017
4	ISO 9001:2015 Lead Auditor	5 Days	20 – 24 November 2017

Our training courses include the following:

The training course information for our Quality Management Systems Training Courses include: ISO 9001:2008 to ISO 9001:2015 Transition Training, ISO 9001:2015 Understanding and Implementation, ISO 9001:2015 Lead Auditor Training Course.

ISO 9001:2008 TO ISO 9001:2015 TRANSITION

The objective of transition training is to enable Delegates to gain an understanding of the Quality Management Systems (QMS) by providing delegates with an overview and knowledge of the requirements of ISO 9001:2015.

This will ensure the delegate to be able to establish, implement, measure and monitor the Quality Management system in line to the 9001:2015 requirements.

Covered in the training:

- 1 Introduction
- 2 Standard Overview of the Changes
- 3 The Seven Principles of Quality Management
- 4 Clause 4.0 Context of organization
- 5 Clause 5.0 Leadership
- 6 Clause 6.0 Planning
- 7 Clause 7.0 Support
- 8 Clause 8.0 Operations
- 9 Clause 9.0 Performance evaluation
- 10 Clause 10.0 Improvement
- 11 References

Included in the cost:

Transition Training:

- A colour printed learner guide
 - Lunch and Refreshments (only in-house).
1. The training will be conducted over 2 days. 100% Attendance is required.
 2. The training will be held at location as agreed upon with the Client.

ISO 9001:2015 UNDERSTANDING AND IMPLEMENTATION

A person that successfully completes this course will be able to:

- Describe the history of quality and quality standards.
- Describe the importance of the international standard in quality.
- Interpret quality management standards.
- Develop new and / or amend existing documents.
- Manage documents.
- Manage records.

The training course covers the following Clauses:

1. Scope

2. Normative references

3. Terms and definitions

4. Context of the organization

- Understanding the organization and its context
- Needs and Expectations of interested parties
- Scope
- Management System

5. Leadership

- Leadership and commitment
- Policy
- Roles, responsibilities and authorities

6. Planning

- Actions to address risks & opportunities
- Quality Objectives and plans to achieve them
- Planning of changes

7. Support

- Resources
- Competence
- Awareness
- Communication
- Documented information

8. Operation

- Operational planning and control

- Requirements for products and services
- Design and development
- Control of externally provided processes, products and services
- Production and service provision
- Release of products and services
- Control of non-conforming outputs

9. Performance evaluation

- Monitoring, measurement, analysis & evaluation
- Internal audit
- Management review

10. Improvement

- Non conformity and corrective action
- Continual Improvement

Included in the cost:

Understanding & Implementation / ISO Lead Auditor:

- A colour printed learner guide
 - Formative and Summative Assessments
 - A **Certificate of Successful Completion** will be issued for those attaining the criteria requirements of 70% + for the summative assessment and a **Certificate of Attendance** for those attaining less than 70%. Candidates attaining less than 70% shall be eligible to undertake the supplementary examinations at a cost of R250-00 per candidate.
 - Lunch and Refreshments (only in-house).
1. The training will be conducted over 5 days. 100% Attendance is required.
 2. The training will be held at location as agreed upon with the Client.

ISO 9001:2015 LEAD AUDITOR

The training course covers the following:

- 1 Module 1: Quality Management System Standards Overview
- 2 Module 2: SAATCA Auditor Registration
- 3 Module 3: Terms & Definitions
- 4 Module 4: Preparation & Principles of Auditing

- 5 Module 5: Managing an Audit Programme
- 6 Module 6: Audit Planning
- 7 Module 7: Performing an Audit
- 8 Module 8: Preparing and distributing the audit report
- 9 Module 9: Auditor Competence & Evaluation

Prerequisites:

The following prerequisite training is required:

- Delegates need to have audit evidence that they have previously audited against ISO:9001:2008
- Understanding & Implementation Training of ISO 9001:2015 (Minimum Course Duration of 3 Days).

The Course Objectives & Learning Outcomes

A learner who successfully completes the course:

- Will understand the background to the development of the Standards.
- Will describe the main role players in the development of National and International Standards.
- Describe the difference between auditable requirement standards and guidance documents.
- Will be able to describe the Quality Management System and relevant conformity assessment standards.
- Provide information necessary to answer questions from the auditee on the rationale for some of the changes from the 2008 Standard to the 2015 Standard version, and be able to describe, in broad terms, the relevance of the ISO directives and the so-called high-level structure that has influenced a number of the changes.
- Describe the ongoing process of change in the Quality Management System Standards, and the impact that changes in the ISO 9001:2015 and ISO/IEC 17021-1:2015 Standards may have on the audit process, and the need for auditors to keep up to date with these developments.
- Explain the purpose, content, and interrelationship of ISO 9001:2011, ISO 17021:2015, and ISO/IEC 17021-3:2013.
- Explain the purpose, content, and interrelationship of other normative documents, including those published by the International Accreditation Forum related to the Quality Management System.

Included in the cost:

Lead Auditor:

- Colour printed Learner Guides;
 - Formative and Summative Assessments.
 - A SAATCA registered **Certificate of Successful Completion** shall be issued for those attaining the SAATCA Criteria requirements. SAATCA Criteria requires a minimum passing grade of 70 %. Examination papers which score 67% to 71% percent shall be re-graded by a second facilitator/assessor.
 - A learner who achieves between 50 and 69% in the written examination, and has passed the continual [formative] evaluation, shall be allowed one re-examination within 12 months at a cost of R250-00 per candidate, and shall be issued with a **Certificate of Attendance** for the training course. Learners with less than 50% are not permitted to re-write, and must redo the entire training course.
1. The training will be conducted over 5 days. 100% Attendance is required.
 2. The training will be held at location as agreed upon with the Client.

Contact US

Feel free to contact us should you require any additional information.

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Additional Accreditation with the
Botswana Qualifications Authority
ISO 9001, OHSAS 18001, ISO 22000