

ISO 9001:2015 Quality Management System Course Outline



A quality management system is a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is aligned with an organisation's purpose and strategic direction. Many companies and organisations within Botswana need to become ISO certified to align with their international partners and/or Clients, ensuring the growth of the business, not just within Botswana but across borders.

There is a need from organisations and businesses in Botswana for ISO certification, a need that will only grow as more businesses expand their client base outside Botswana's borders. The Botswana Bureau of Standards encourages companies to certify so that they can "ensure your (their) products and services meet your (their) customers' needs". There is a skills gap and Kalahari Training Institute decided to develop this course to help address the issue and provide the core skills and knowledge required for compliance.

The purpose of the ISO 9001:2015 Quality Management Systems training is to create awareness and understanding and to be able to interpret the basic requirements of the ISO 9001:2015 Quality Management Systems (QMS) standard. By becoming an ISO 9001:2015 – Quality Management certified organisation the business is ensuring that its customers are going to receive consistently high-quality products and services.

The ISO 9001:2015 Quality Management Course has three Modules as follows:

ISO 9001:2015 Quality Management System - Awareness

The ISO 9001:2015 Certification process is lengthy and part of the process is that all the staff of the organisation or business must attend the ISO 9001:2015 Quality Management System - Awareness course. This training is essential for all staff, as it equips them with an understanding of the basics of the standard, the reasoning for the processes which the organisation or business will be implementing in order to comply with the standard and understanding of the basic requirements of the ISO 9001:2015 standard. The ISO 9001:2015 Quality Management System - Awareness course will upskill the staff, empowering them with knowledge of the ISO standard and the general management systems used by the organisation or company they work for.

This one-day course will give participants:

- Background knowledge of the ISO 9001:2015 standard.
- An understanding of the Seven Principles of ISO 9001:2015.
- An understanding of the requirements of ISO 9001:2015.
- A basic understanding of the ISO 9001:2015 certification process.

ISO 9001:2015 Quality Management System - Understanding and Implementation

The purpose of the ISO 9001:2015 Quality Management System - Understanding and Implementation course is to train the Managers, Supervisors, Heads of Department and the ISO Representatives and Committee Members within an organisation or business as these are the staff that will be driving the implementation of the ISO 9001:2015 Quality Management System.

This four-day course will give participants:

- An understanding the purpose and intention of the ISO 9001:2015 Quality Management Systems (QMS).
- Background knowledge on the International Organization of Standardization (ISO) and the ISO 9001:2015 standard.
- A deeper understanding of the Seven Principles of ISO 9001:2015.
- Understanding and knowledge of the application of risk-based thinking, the process approach and Plan-Do-Check-Act.
- Knowledge of the key requirements and benefits of ISO 9001: 2015.
- The ability to Interpret ISO 9001: 2015 requirements for implementation and application.
- A deeper understanding the certification process.

ISO 9001:2015 Quality Management System - Internal Auditor Training

The purpose of the ISO 9001:2015 Quality Management System - Internal Auditor Training course is the provision for the third stage in the career path of an internal auditor. Following the foundation courses of ISO 9001:2015 Quality Management System - Awareness and ISO 9001:2015 Quality Management System - Understanding and Implementation course recognised in the first and second stage courses respectively. The Internal Auditor course is important for knowledge and skill acquisition, the Internal Auditor will be able to perform the functions associated with an internal audit and be part of the audit team within the organisation.

This three-day course will give participants:

- An understanding of the Principles of Auditing.
- An understanding of the management of an Auditing Programme.
- An understanding of the process of conducting an audit.
- An understanding of the competence and evaluation of Auditors.

