



KNOWLEDGE



RECOGNITION



SKILLS



RETENTION



FURTHER EXCELLENCE



BEHAVIOUR



ABILITY



COMPETENCE



QUALIFICATION

ISO 9001 TRAINING SERVICES

SGS ACADEMY

SGS ACADEMY – TRANSFORMING PEOPLE AND BUSINESSES

As the leader in professional training, we draw on our years of worldwide experience to provide effective learning and development opportunities. We make a difference to individuals, teams and businesses, nurturing talent and enabling continuous organizational progression. Our specialists partner with course participants, identifying improvement objectives and supporting the professional journey.

ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS AUDITOR/LEAD AUDITOR COURSE



QUALIFICATION

COURSE DURATION: 5 DAYS

TRAINING OPTIONS: PUBLIC & IN-HOUSE

ACCREDITATION: IRCA

IRCA COURSE N°: A17977

COURSE DESCRIPTION

The aim of this course is to provide students with the knowledge and skills required to perform first, second and third-party audits of quality management systems against ISO 9001, in accordance with ISO 19011 and ISO/IEC 17021 (as applicable).

PRIOR KNOWLEDGE REQUIREMENTS

Before starting this course, you must inform students that they are expected to have the following prior knowledge:

a) Management systems

- The Plan, Do, Check, Act (PDCA) cycle
- The core elements of a management system and the interrelationship between top management responsibility, policy, objectives, planning, implementation, measurement, review, and continual improvement

b) Quality management

The fundamental concepts and the seven quality management principles (see ISO 9000):

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence-based decision making
- Relationship management
- The relationship between quality management and customer satisfaction.

c) ISO 9001

Knowledge of the requirements of ISO 9001 and the commonly used quality management terms and definitions, as given in ISO 9001, which may be gained by completing an IRCA certified QMS Foundation Training course or the equivalent.

IRCA COURSE CRITERIA OBJECTIVES

Upon completion of this course, learners will be able to:

Knowledge

- Explain the purpose of a quality management system, of quality management systems standards, of a management system audit and third-party certification, and the business benefits of the quality management system.
- Explain the role and responsibilities of an auditor to plan, conduct, report and follow-up a quality management system audit in accordance with ISO 19011 and ISO/IEC 17021 as applicable.

Skills

- Plan, conduct, report and follow-up an audit of a quality management system to establish conformity (or otherwise) with ISO 9001, and in accordance with ISO 19011 and ISO/IEC 17021 as applicable.

Learners will need to demonstrate acceptable performance and pass the written examination in order to complete the course successfully.

ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS FOUNDATION TRAINING COURSE



COMPETENCE

COURSE DURATION: 1 DAY

TRAINING OPTIONS: PUBLIC & IN-HOUSE

ACCREDITATION: IRCA or SGS

IRCA COURSE N°: A17992

COURSE DESCRIPTION

The aim of this course is to provide students who have an existing, basic knowledge of, or experience in, quality management with an understanding of the management systems approach and the requirements of ISO 9001, and to provide a basis for students who wish to go on to complete IRCA Certified QMS Auditor Training courses.

PRIOR KNOWLEDGE REQUIREMENTS

Before starting this course, you must inform students that they are expected to have the following prior knowledge:

a) Management systems

- The Plan, Do, Check, Act (PDCA) cycle
- The core elements of a management system and the interrelationship between top management responsibility, policy, objectives, planning, implementation, measurement, review, and continual improvement

b) Quality management

The fundamental concepts and the seven quality management principles (see ISO 9000):

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence-based decision making
- Relationship management
- The relationship between quality management and customer satisfaction.

c) Quality management terms and definitions

The commonly used quality management terms and definitions (see ISO 9000)

IRCA COURSE CRITERIA OBJECTIVES

- Explain the purpose of a quality management system, of quality management systems standards, and the business benefits of improved performance of the quality management system.
- Outline the structure and content of ISO 9001 and its relationship with ISO 9000.
- Explain the specific quality management related requirements of ISO 9001.

Learners will need to demonstrate acceptable performance in order to complete the course successfully.

ISO 9001:2015 INTERNAL QUALITY MANAGEMENT SYSTEMS AUDITOR TRAINING COURSE



RECOGNITION

COURSE DURATION: 2 DAYS

TRAINING OPTIONS: PUBLIC & IN-HOUSE

ACCREDITATION: IRCA or SGS

IRCA COURSE N°: A17993

COURSE DESCRIPTION

The aim of this course is to provide students with the knowledge and skills required to perform an internal audit of part of a quality management system based on ISO 9001 (or equivalent), and report on the effective implementation and maintenance of the management system in accordance with ISO 19011.

PRIOR KNOWLEDGE REQUIREMENTS

Before starting this course, you must inform students that they are expected to have the following prior knowledge:

a) Management systems

- The Plan, Do, Check, Act (PDCA) cycle
- The core elements of a management system and the interrelationship between top management responsibility, policy, objectives, planning, implementation, measurement, review, and continual improvement

b) Quality management

The fundamental concepts and the seven quality management principles (see ISO 9000):

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence-based decision making
- Relationship management
- The relationship between quality management and customer satisfaction.

c) ISO 9001

An understanding of the requirements of ISO 9001 and the commonly used quality management terms and definitions, as given in ISO 9000, which may be gained by completing an IRCA Certified Foundation Training course or equivalent.

IRCA COURSE CRITERIA OBJECTIVES

Upon completion of this course, learners will be able to:

Knowledge

- Explain the process-based quality management system for ISO 9001 and the role of an internal audit in maintenance and improvement of quality management systems with reference to the PDCA cycle
- Explain the role and responsibilities of an auditor to plan, conduct, report and follow-up a quality management system audit in accordance with ISO 19011.

Skills

- Plan, conduct, report and follow-up an internal audit of a quality management system based on ISO 9001, and in accordance with ISO 19011.

Learners will need to demonstrate acceptable performance and pass the written examination in order to complete the course successfully.

ISO 9001:2015 MODULE 2 - AUDITOR TRANSITION COURSE



BEHAVIOUR

COURSE DURATION: 1 DAY

TRAINING OPTIONS: PUBLIC & IN-HOUSE

ACCREDITATION: IRCA

IRCA COURSE N°: A17906

COURSE DESCRIPTION

The purpose of this course is to equip participants with an understanding of the difference between ISO 9001:2008 and ISO 9001:2015.

This programme should be useful as an introduction for anyone involved in the development, implementation and management of an organisation's quality management system.

PRIOR KNOWLEDGE REQUIREMENTS

Before starting this Course, participants are expected to have an understanding of:

- Knowledge of the following quality management principles and concepts:
 - the Plan-Do-Check-Act (PDCA) cycle;
 - the relationship between quality management and customer satisfaction;

- commonly used quality management terms and definitions and the Quality Principles as given in ISO 9000;

- the process approach used in quality management;

- the model of a process-based Quality Management System;

- Knowledge of the requirements of ISO 9001:2008.

UPON COMPLETION OF THIS COURSE, LEARNERS WILL BE ABLE TO:

- Understand the differences between ISO 9001:2015 and ISO 9001:2008 Standards;

- Appreciate the timetable for moving to certification to the 2015 Standard.

Learners will need to attend the full course to complete the course successfully.

ANNEX SL MODULE 1 - AUDITOR TRANSITION COURSE



KNOWLEDGE

COURSE DURATION: 1 DAY

TRAINING OPTIONS: PUBLIC & IN-HOUSE

ACCREDITATION: IRCA

IRCA COURSE N°: A17902

COURSE DESCRIPTION

This highly participative event is designed to equip participants with an understanding of the changes to management system standards arising as a result of the adoption of Annex SL.

The IRCA Auditor Transition Course is split into two modules:

- Annex SL – Module 1 (Generic applies to all Standards);
- Standard Specific – Module 2 (i.e. 9001:2015, 14001:2015 etc.)

In order to meet the IRCA Auditor Transition Course requirements delegates must successfully complete Modules 1 & 2.

Module 1 only needs to be completed once and can be aligned with any other Standard Specific Module 2.

PRIOR KNOWLEDGE REQUIREMENTS

Before starting this Course, participants are advised to have an understanding and knowledge of the management systems and concepts.

COURSE CRITERIA OBJECTIVES

Upon completion of this Module, Learners will:

- Understand Annex SL as a framework for ISO management systems.
- Know how to apply Annex SL to a relevant Standard specific management system.

UPON COMPLETION OF THIS COURSE, LEARNERS WILL BE ABLE TO:

Learners will need to demonstrate acceptable performance and pass the test in order to complete the module successfully.

An IRCA certified successful completion certificate will be issued to delegates who meet these requirements.

ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS TRANSITION COURSE



RECOGNITION

COURSE DURATION: 1 DAY

TRAINING OPTIONS: PUBLIC & IN-HOUSE

ACCREDITATION: SGS

COURSE DESCRIPTION

The purpose of this course is to equip participants with an understanding of the difference between ISO 9001:2008 and ISO 9001:2015.

This programme should be useful as an introduction for anyone involved in the development, implementation and management of an organisation's quality management system.

PRIOR KNOWLEDGE REQUIREMENTS

Before starting this Course, participants are advised to have an understanding and knowledge of the management systems and concepts.

PRIOR KNOWLEDGE REQUIREMENTS

- Knowledge of the following quality management principles and concepts:
 - the Plan-Do-Check-Act (PDCA) cycle;
 - the relationship between quality management and customer satisfaction;

-commonly used quality management terms and definitions and the Quality Principles as given in ISO 9000;

-the process approach used in quality management;

-the model of a process-based Quality Management System;

- Knowledge of the requirements of ISO 9001:2008.

UPON COMPLETION OF THIS COURSE, LEARNERS WILL BE ABLE TO:

- Understand the differences between ISO 9001:2015 and ISO 9001:2008 Standards;
- Appreciate the timetable for moving to certification to the 2015 Standard.

Learners will need to attend the full course to complete the course successfully.

COURSE CERTIFICATE

This is an SGS course. Upon completion of this course delegates will receive a certificate of attendance.

INTRODUCTION TO ISO 9001:2015



ABILITY

COURSE DURATION: 1 DAY

TRAINING OPTIONS: PUBLIC & IN-HOUSE

ACCREDITATION: SGS

COURSE DESCRIPTION

The objective of each Course is to provide participants with an overview of the purpose and requirements of ISO 9001:2015.

Upon completion of this Course, delegates will be able to:

- Explain the purpose and intent of the new series of management system standards;
- Understand the application of the principles of quality management;
- Describe the revisions to ISO 9001:2015;
- Explain the relationships between the clauses of ISO 9001:2015.

PRIOR KNOWLEDGE REQUIREMENTS

Before starting this course, it is recommended that participants have prior knowledge of:

- Management systems and understand the Plan-Do-Check-Act (PDCA) cycle;
- Knowledge of the concepts of quality management and the relationship between quality management and customer satisfaction;
- Commonly used quality management terms and definitions, as given in ISO 9000;
- The requirements of ISO 9001:2008.

RISK BASED THINKING AWARENESS COURSE



KNOWLEDGE

COURSE DURATION: 1 DAY

TRAINING OPTIONS: PUBLIC & IN-HOUSE

ACCREDITATION: SGS

COURSE DESCRIPTION

The objective of this course is to provide participants with an introduction to Risk Based Thinking Awareness. This day consists of tutorial presentations and workshops. On completion of this course you will receive an SGS Certificate of Attendance.

LEARNER PROFILE

This course is suited to anyone working with Management Systems requiring an awareness of Risk Based Thinking.

UPON COMPLETION OF THIS COURSE, LEARNERS WILL BE ABLE TO:

- Understand risk management and risk based thinking
- Have an awareness of risk management systems
- Interpret the application of hazard identification and risk assessment
- Comprehend the use of analysis tools in a risk based environment

COURSE PROFILE

The purpose of this course is to provide the learner with an overview of the purpose and requirements of a Risk Management System (RMS).

A well-functioning management system is a great start to building sustainable business performance. It can help you ensure on-time delivery, zero defects, and reduce waste, for example.

An occupational health and safety system help you ensure worker safety, lower sick-leave and reduce number of accidents.

COURSE CERTIFICATE

This is an SGS course. Upon completion of this course delegates will receive a certificate of attendance.

EMPOWERING LEADERSHIP IN MANAGEMENT SYSTEMS AND STANDARDS



COMPETENCE

COURSE DURATION: 2 DAYS

TRAINING OPTIONS: PUBLIC & IN-HOUSE

ACCREDITATION: SGS

WORKSHOP AIMS

This two day training workshop is specifically designed to address the required leadership skills of those operating in Quality, Environmental and Health and Safety roles for the forthcoming evolution of management systems standards within the Annex SL Framework and their respective commercial impacts. Delegates will discuss approaches of putting the requirements into action dependent on the different needs of their roles and their organizations expectations.

The event will develop the delegates techniques used to engage and influence the organisations stakeholders, senior managers, operations functions and other interested parties to highlight the commercial success derived from best practice. Specific changes to the standards are NOT covered in this programme; delegates wishing to update their technical knowledge in these requirements should consider attending the Introduction to Annex SL, DIS 9001, DIS 14001 and /or Risk Based Thinking courses from SGS.

The workshop will utilise a relevant case study business throughout the two days from which delegates can draw examples, transferable to their specific situations

WORKSHOP OBJECTIVES

At the end of this two day event, participants will be able to:

- Identify the knowledge, skills and behaviours of effective leaders
- Recognise the key influencers of stakeholders and senior managers
- Present a sound business case to interested parties in order to meet their needs and expectations
- Measure the level of engagement and support of operational staff
- Motivate to adopt best practice in alignment with the strategic direction of the organisation
- Apply inspiring business scenarios to gain commitment and support from top management

WORKSHOP AGENDA

Day 1

- Welcome, logistics and domestics
- Workshop Aims and Objectives
- Introductions; Workshop will start with an opportunity for each delegate to sell the management systems standards agenda in a brief introductory piece
- Leadership Styles; Brief facilitator led input on the definition of Leadership and the associated knowledge, skills and behaviours followed by a personal questionnaire to identify the existing leadership preferences which will demonstrate the competencies of effective leadership

EMPOWERING LEADERSHIP IN MANAGEMENT SYSTEMS AND STANDARDS

- Identifying the varying needs of stakeholders and other interested parties; A practical exercise to explore the characteristics of different stakeholder needs and expectations within an organisations hierarchy
- Applying different techniques; Case study activities for analysis of management systems and the impact on the strategic direction of the organisation – delegates identify the impacts
- Working with teams; Understanding the dynamics present within teams and applying collaborative leadership. Input on the characteristics present within the workplace and a practical activity using team skills.
- Motivating for engagement; Delegate will be introduced to motivational theory before considering the tools and techniques for motivating others to adopt best practices of a management system. Exploring the aspects which drive employee engagement to recognise and overcoming active disengagement.
- Summary of Day One

Day 2

- Welcome and recap of key learning points from day one
- Influencing others

Facilitated input on the skills of influential leaders followed by an influencing activity to enable delegates to demonstrate the interpersonal skills required to present a winning argument.

- Dealing with disagreement and handling resistance.

Participative team exercise to deal with common challenges.

- Making recommendations

Acting as a consultant to your business, benchmarking and providing business analysis. Dealing with risk and accountability. Providing advice and guidance to stakeholders on the adoption of quality management strategies as a commercial benefit.

- Leading change programmes
- Reviewing the change process – facilitated input of the stages of change. Activity to highlight the signs and signals of reaction. A techniques exercise for helping others to accept the need for commitment to continual improvement.
- Action Planning
- Identifying areas for continuing professional development and setting key objectives for putting learning into practice.
- Summary and evaluation of workshop

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