

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

ISO 9001:2015 Requirements and Implementation

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

This course provides a comprehensive understanding of ISO 9001:2015 requirements and their practical implementation in organisations. Participants will learn to develop, maintain, and improve quality management systems that align with international standards, enhancing operational efficiency and customer satisfaction.

Organisations often struggle with meeting ISO 9001:2015 standards, which can lead to inefficiencies, increased costs, and decreased customer trust. Understanding these requirements is crucial for professionals tasked with quality management, as it directly impacts compliance, operational excellence, and market competitiveness. Participants will engage in practical exercises that focus on developing quality management systems, conducting internal audits, and implementing corrective actions. These skills are essential for ensuring that organisations not only meet regulatory requirements but also foster a culture of quality and continuous improvement, which is vital for long-term success and sustainability in a competitive landscape.
Quality management professionals must be equipped to make informed decisions that enhance their organisation's performance. This course offers hands-on experience in applying ISO 9001:2015 principles, enabling participants to analyse their current systems, identify gaps, and implement effective solutions. By practising the development of quality management plans and corrective action strategies, attendees will gain the confidence to lead quality initiatives within their organisations. Additionally, participants will learn to engage stakeholders effectively, measure customer satisfaction, and drive continuous improvement, ultimately preparing them to contribute to improved processes, higher customer satisfaction, and a stronger reputation in their respective industries.

Professional Problems This Course Is Designed to Solve

- Difficulty translating subject knowledge into practical workplace decisions.
- Inconsistent approaches to the activities covered in the course outline.
- Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course employs a blend of interactive workshops, case studies, and group discussions to facilitate learning. Participants will engage in simulations that replicate real-world scenarios, allowing them to apply ISO 9001:2015 requirements in practice. Specific exercises include developing quality management plans, conducting internal audits, and performing root cause analyses. Outputs include documented quality management frameworks, audit reports, and corrective action plans, demonstrating their understanding and capability to implement the standard effectively. This practical approach ensures that participants leave with applicable skills and knowledge that can be immediately utilised in their professional roles, enhancing their ability to drive quality improvements within their organisations.



Course content

Course objectives

By the end of this course, participants will be able to:
• Analyse ISO 9001:2015 requirements to identify compliance gaps in existing quality management systems.
• Design a quality management system framework that meets ISO 9001:2015 standards for a fictional organisation.
• Conduct an internal audit based on ISO 9001:2015 criteria to assess quality management effectiveness.
• Develop corrective action plans addressing non-conformities identified during internal audits.
• Evaluate the impact of quality management systems on customer satisfaction and organisational performance.
• Justify the need for continuous improvement processes within the ISO 9001:2015 framework.

Target audience

This course is suitable for:
• Quality Managers responsible for implementing ISO standards in their organisations.
• Internal Auditors tasked with assessing compliance and effectiveness of quality management systems.
• Operations Managers seeking to enhance process efficiency through quality management.
• Compliance Officers ensuring adherence to international quality standards.

Target competencies

Participants will develop competencies in:
• Assess compliance with ISO 9001:2015 requirements in quality management systems.
• Implement effective internal audit processes to evaluate quality management.
• Develop and document quality management plans aligned with ISO standards.
• Facilitate continuous improvement initiatives within quality management frameworks.
• Conduct root cause analysis for non-conformities identified during audits.
• Engage stakeholders in the development of quality management systems.

Course outline

Day 1: Understanding ISO 9001:2015 Framework

Applied activity: Participants will assess a fictional organisation's current quality management practices against ISO 9001:2015 requirements, identifying strengths and weaknesses in their processes and documentation. They will present their findings and suggest improvements to align with the standard.
Output: A gap analysis report highlighting compliance gaps and areas for improvement.

09:00–09:54	Overview of ISO 9001:2015 and its importance in quality management systems.



Course content

09:54–10:48	Key principles of quality management: customer focus, leadership, engagement, and process approach.
10:48–11:00	Understanding the structure and terminology of ISO 9001:2015 requirements.
11:00–11:30	**Coffee break**
11:30–12:12	Understanding the structure and terminology of ISO 9001:2015 requirements. (continued)
12:12–13:06	Identifying the scope of application for ISO 9001:2015 in various sectors and organisations.
13:06–14:00	Exploring the benefits of ISO 9001:2015 certification for operational efficiency and market competitiveness.

Day 2: Developing a Quality Management System

Applied activity: Using the identified gaps, participants will draft a comprehensive quality management system framework for the fictional organisation, including necessary policies, procedures, and documentation. They will also outline how to communicate these changes to staff effectively.
Output: A documented quality management system framework that aligns with ISO 9001:2015.

09:00–09:54	Key components of a quality management system (QMS) as per ISO 9001:2015 requirements.
09:54–10:48	Documenting quality policies, objectives, and procedures to align with ISO standards.
10:48–11:00	Establishing roles and responsibilities within the QMS framework for effective implementation.
11:00–11:30	**Coffee break**
11:30–12:12	Establishing roles and responsibilities within the QMS framework for effective implementation. (continued)
12:12–13:06	Creating a quality manual that meets ISO 9001:2015 documentation requirements.
13:06–14:00	Integrating risk-based thinking into the QMS to enhance proactive management.

Day 3: Conducting Internal Audits

Applied activity: Participants will conduct an internal audit simulation on the developed QMS, identifying non-conformities and areas for improvement based on ISO 9001:2015 criteria. They will role-play as auditors and auditees to enhance understanding of the process.
Output: An internal audit report with findings, evidence, and corrective action recommendations.

09:00–09:54	Purpose and benefits of internal audits in maintaining quality management systems.
09:54–10:48	Planning and preparing for an internal audit, including scope and objectives.



Course content

10:48–11:00	Conducting effective interviews and observations during audits to gather evidence.
11:00–11:30	**Coffee break**
11:30–12:12	Conducting effective interviews and observations during audits to gather evidence. (continued)
12:12–13:06	Documenting findings and reporting non-conformities in a structured manner.
13:06–14:00	Developing audit follow-up actions and corrective measures to address identified issues.

Day 4: Implementing Corrective Actions and Improvements

Applied activity: Participants will analyse audit findings to develop a corrective action plan for the fictional organisation, addressing identified non-conformities and proposing preventive measures. They will present their plans to peers for feedback.
Output: A comprehensive corrective action plan detailing actions, responsibilities, and timelines.

09:00–09:54	Understanding the corrective action process in ISO 9001:2015 and its significance.
09:54–10:48	Root cause analysis techniques for identifying underlying issues and preventing recurrence.
10:48–11:00	Developing and implementing effective corrective action plans based on audit findings.
11:00–11:30	**Coffee break**
11:30–12:12	Developing and implementing effective corrective action plans based on audit findings. (continued)
12:12–13:06	Monitoring the effectiveness of corrective actions and making necessary adjustments.
13:06–14:00	Promoting a culture of continuous improvement within the organisation's quality management framework.

Day 5: Integrating Quality Management into Business Strategy

Applied activity: Participants will create a strategic plan that integrates the QMS with the overall business strategy of the fictional organisation, focusing on continuous improvement and stakeholder engagement. They will identify key performance indicators to measure success.
Output: A strategic quality management integration plan that outlines objectives, actions, and metrics.

09:00–09:54	Aligning quality management objectives with broader business goals and strategies.
09:54–10:48	Measuring the impact of quality management systems on customer satisfaction and organisational performance metrics.
10:48–11:00	Communicating quality management initiatives and their benefits to stakeholders effectively.



Course content

11:00–11:30	**Coffee break**
11:30–12:12	Communicating quality management initiatives and their benefits to stakeholders effectively. (continued)
12:12–13:06	Establishing a continuous improvement culture within the organisation to sustain quality efforts.
13:06–14:00	Reviewing and updating the QMS based on performance metrics and stakeholder feedback.

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Kuala Lumpur Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,450.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.-**
Paris Confirmed dates	23 Nov 2026	27 Nov 2026	**£2,860.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,250.-**
Rome Confirmed dates	30 Nov 2026	4 Dec 2026	**£2,450.-**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**£1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Istanbul Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,650.-**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.-**
Amsterdam Confirmed dates	14 Dec 2026	18 Dec 2026	**£2,540.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.-**
Singapore Confirmed dates	11 Jan 2027	15 Jan 2027	**£2,820.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**£1,250.-**
London Confirmed dates	25 Jan 2027	29 Jan 2027	**£2,450.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.-**
Dubai Confirmed dates	8 Feb 2027	12 Feb 2027	**£3,150.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,250.–**
Frankfurt Confirmed dates	22 Feb 2027	26 Feb 2027	**£2,650.–**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**£1,250.–**
Rome Confirmed dates	1 Mar 2027	5 Mar 2027	**£2,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,450.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,250.–**
Paris Confirmed dates	22 Mar 2027	26 Mar 2027	**£2,860.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Istanbul Confirmed dates	12 Apr 2027	16 Apr 2027	**£2,650.-**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.-**
Vienna Confirmed dates	19 Apr 2027	23 Apr 2027	**£2,940.-**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**£1,250.-**
Amsterdam Confirmed dates	26 Apr 2027	30 Apr 2027	**£2,540.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**£1,250.-**
Singapore Confirmed dates	10 May 2027	14 May 2027	**£2,820.-**
Online Confirmed dates	10 May 2027	14 May 2027	**£1,250.-**
London Confirmed dates	24 May 2027	28 May 2027	**£2,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.–**
Dubai Confirmed dates	14 Jun 2027	18 Jun 2027	**£3,150.–**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,250.–**
Frankfurt Confirmed dates	21 Jun 2027	25 Jun 2027	**£2,650.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.–**
Cape Town Confirmed dates	28 Jun 2027	2 Jul 2027	**£1,890.–**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	12 Jul 2027	16 Jul 2027	**£1,450.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Paris Confirmed dates	26 Jul 2027	30 Jul 2027	**£2,860.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**£1,250.-**
Istanbul Confirmed dates	9 Aug 2027	13 Aug 2027	**£2,650.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
Amsterdam Confirmed dates	23 Aug 2027	27 Aug 2027	**£2,540.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**£1,250.-**
Barcelona Confirmed dates	30 Aug 2027	3 Sept 2027	**£2,840.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,250.-**
Singapore Confirmed dates	13 Sept 2027	17 Sept 2027	**£2,820.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,250.-**
London Confirmed dates	20 Sept 2027	24 Sept 2027	**£2,450.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**
Dubai Confirmed dates	11 Oct 2027	15 Oct 2027	**£3,150.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,250.-**
Cape Town Confirmed dates	18 Oct 2027	22 Oct 2027	**£1,890.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**£1,250.-**
Frankfurt Confirmed dates	25 Oct 2027	29 Oct 2027	**£2,650.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Kuala Lumpur Confirmed dates	8 Nov 2027	12 Nov 2027	**£1,450.–**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**£1,250.–**
Paris Confirmed dates	22 Nov 2027	26 Nov 2027	**£2,860.–**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**£1,250.–**
Istanbul Confirmed dates	6 Dec 2027	10 Dec 2027	**£2,650.–**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.–**
Amsterdam Confirmed dates	13 Dec 2027	17 Dec 2027	**£2,540.–**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**£1,250.–**



Course content

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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