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# ISO 9001: QUALITY MANAGEMENT SYSTEMS

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| **Start Date:** | 11/10/2026 | **End Date:** | 15/10/2026 |
| **Categories:** | HSSE | **Venues:** | Kuwait |
| **Formats:** | In Person | **Instructors:** | |

## OVERVIEW

This course provides a comprehensive understanding of ISO 9001:2015, the international standard for Quality Management Systems (QMS). Participants will learn the principles, requirements, and benefits of implementing and maintaining a robust QMS to enhance customer satisfaction and drive continuous improvement within their organizations. It Provides 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.

## OBJECTIVES

By the end of this course, participants will be able to: – Understand the core principles and clauses of the ISO 9001:2015 standard. – Identify the key roles and responsibilities in establishing and managing a QMS. – Develop strategies for documenting QMS processes, including quality policies and objectives. – Learn methods for conducting internal audits and management reviews to ensure QMS effectiveness. – Explore techniques for risk-based thinking and addressing nonconformities. – Recognize the benefits of ISO 9001 certification for organizational performance.

## COURSE OUTLINE

1- Introduction to Quality Management and ISO 9001 2- Requirements of the ISO 9001:2015 Standard 3- Implementing and Maintaining a QMS 4- Auditing and Continuous Improvement

## TARGET AUDIENCE

Quality Managers, Quality Assurance personnel, Internal Auditors, Process Owners, Department Heads, and anyone involved in the development, implementation, or maintenance of a Quality Management System.

## METHODOLOGY

The course utilizes a blended learning approach, combining instructor-led presentations, interactive discussions, case studies, group exercises, and practical application of ISO 9001 principles.

## CONCLUSION

Upon completion of this course, participants will possess the knowledge and skills necessary to effectively implement, manage, and improve a Quality Management System aligned with ISO 9001:2015, fostering a culture of quality and driving organizational excellence.

## DAILY AGENDA

### Day 1: QMS Foundations & Core Requirements (PDCA, Process Approach, Risk-Based Thi

Day 1 builds the essential foundation of a Quality Management System (QMS) by explaining its purpose, business value, and key terminology, anchored around the Plan-Do-Check-Act (PDCA) cycle. Participants explore how QMS processes are defined and managed within the organization's context, including conformance requirements, compliance considerations, and the role of risk-based thinking in preventing issues before they occur. The day also covers the leadership and planning elements that drive QMS effectiveness, along with support requirements and how to control documented information. A hands-on workshop reinforces the concepts through practical application, followed by a structured review and Q&A to ensure clarity before moving into operational and audit-focused topics in the following days.

### Day 2: QMS Operation, Performance Evaluation & Continual Improvement

Day 2 shifts focus to how QMS requirements are implemented and maintained through operational controls and performance evaluation. Participants cover key elements of monitoring and measuring QMS performance, and how internal audits and management reviews support continual improvement. The day emphasizes how organizations identify nonconformities, analyze root causes, and implement effective corrective actions to prevent recurrence. A practical workshop allows participants to apply the concepts, followed by a review and Q&A to consolidate learning.

### Day 3: QMS Auditing Principles & Audit Planning (1st, 2nd & 3rd Party Audits)

Day 3 introduces the principles and structure of QMS auditing, including the purpose and differences between first-party, second-party, and third-party audits. Participants learn typical audit activities and how to define audit objectives, scope, and criteria, as well as how to allocate resources appropriately. The day also clarifies auditors' roles and responsibilities, confidentiality expectations, audit methods, and the key stages of audits (Stage 1 and Stage 2). Participants conclude the day by developing core audit planning elements such as audit plans, work documents, opening meeting structure, and gathering audit evidence, supported by review and Q&A.

### Day 4: Conducting the Audit: Execution, Communication & Audit Findings

Day 4 focuses on running an audit effectively from initiation through to closing. Participants cover document review, finalizing audit plans, and preparing work documents, then move into conducting opening meetings, making observations, and interviewing top management and relevant personnel. Strong emphasis is placed on effective communication during audits, managing audit meetings, and developing clear, evidence-based audit findings. The day includes a hands-on workshop to simulate key audit steps and strengthen practical auditing skills, followed by review and Q&A.

### Day 5: Audit Reporting, Nonconformity Classification & Follow-Up Closeout

Day 5 concentrates on how audit results are documented and finalized through professional reporting and systematic follow-up. Participants learn how to classify nonconformities, evaluate the effectiveness of corrective actions, and compile an audit summary report that is properly prepared, approved, and distributed. The session also covers follow-up actions and the full closeout cycle of audit findings, including handling major nonconformities. A specimen exam workshop helps participants validate understanding and readiness, followed by a final course review to summarize key takeaways and reinforce best practices.

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