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Overview

A Quality Management System (QMS) provides organizations with a systematic framework for managing their processes, improving performance, and consistently delivering products and services that meet applicable requirements and enhance customer satisfaction.

ISO 9001 is the internationally recognized standard that specifies the requirements for establishing, implementing, maintaining, and continually improving a QMS.

This practical training program explains the requirements of ISO 9001:2026, highlights the key differences from ISO 9001:2015, and demonstrates how each requirement can be translated into effective organizational practices and appropriate evidence of conformity. The program supports participants and their organizations in effectively implementing the standard and preparing for external certification audits.

Objectives

This training program is designed to provide participants with the knowledge and practical understanding needed to interpret and apply the requirements of ISO 9001:2026. Specifically, the program aims to:

- Introduce participants to the QMS and its importance in improving organizational performance.
- Explain the principles, structure, terminology, and requirements of ISO 9001:2026.
- Clarify the key differences between ISO 9001:2015 and ISO 9001:2026.
- Enable participants to interpret the requirements within their organizational context.
- Demonstrate how each requirement can be converted into effective organizational practices.
- Identify the documented information and other evidence that may demonstrate conformity.
- Explain how QMS processes can be established, controlled, monitored, and improved.
- Support organizations in preparing their QMS for external certification audits.

Target Audience

This training program is suitable for professionals involved in implementing, maintaining, evaluating, or improving a QMS, including:



- Quality managers, supervisors, officers, and specialists.
- Quality assurance and quality control professionals.
- QMS managers and management representatives.
- Department heads, process owners, and team leaders.
- Internal auditors and audit-team members.
- Operations, production, service, and supply chain professionals.
- Consultants supporting ISO 9001 implementation.
- Employees responsible for QMS processes or documented information.
- Individuals seeking practical knowledge of ISO 9001:2026 and its organizational application.

Prerequisites

No prerequisites are required. However, basic knowledge in quality, operations, process management, or organizational management can help participants gain greater value from the program.

Course Outline

Chapter 1: Quality Management System Fundamentals

- Concept, purpose, and importance of a QMS.
- ISO 9000 family of standards.
- Quality management principles.
- Benefits of an effective QMS.

Chapter 2: Introduction to ISO 9001:2026

- Purpose, scope, and structure of ISO 9001:2026.
- Key terms and definitions.
- Principal differences between the 2015 and 2026 editions.

Chapter 3: Context of the Organization — Clause 4

- Understanding the organization and its context.
- Relevant internal and external issues, including climate change.
- Needs and expectations of interested parties.
- Determining the scope of the QMS.
- Establishing and managing QMS processes.
- Practical application and evidence of conformity.



Chapter 4: Leadership — Clause 5

- Leadership and commitment of top management.
- Customer focus.
- Quality culture and ethical behaviour.
- Establishing and communicating the quality policy.
- Organizational roles, responsibilities, and authorities.
- Practical application and evidence of conformity.

Chapter 5: Planning — Clause 6

- Determining risks and opportunities.
- Planning actions to address risks.
- Planning actions to address opportunities.
- Quality objectives and planning to achieve them.
- Planning and managing QMS changes.
- Practical application and evidence of conformity.

Chapter 6: Support — Clause 7

- People, infrastructure, and process environment.
- Monitoring and measuring resources.
- Organizational knowledge.
- Competence, awareness, and communication.
- Creating, updating, and controlling documented information.
- Practical application and evidence of conformity.

Chapter 7: Operation — Clause 8

- Operational planning and control.
- Customer communication and product and service requirements.
- Design and development.
- Control of externally provided processes, products, and services.
- Production and service provision.
- Release of products and services.
- Control of nonconforming outputs.
- Practical application and evidence of conformity.

Chapter 8: Performance Evaluation — Clause 9

- Monitoring, measurement, analysis, and evaluation.
- Monitoring and evaluating customer satisfaction.
- Analysis of QMS performance and effectiveness.
- Internal audit requirements and audit objectives.
- Management review inputs and results.
- Practical application and evidence of conformity.



Chapter 9: Improvement — Clause 10

- Continual improvement of the QMS.
- Identifying and selecting improvement opportunities.
- Nonconformity and corrective action.
- Evaluating the effectiveness of corrective actions.
- Practical application and evidence of conformity.

Training Methodology

The program uses an interactive and application-oriented training approach designed to help participants understand ISO 9001:2026 requirements and translate them into effective organizational practices. The methodology includes:

- Instructor-led explanation and discussion of each ISO 9001:2026 clause.
- Comparison of the key requirements in the 2015 and 2026 editions.
- Practical examples from manufacturing and service organizations.
- Exercises on translating requirements into processes, controls, responsibilities, and documented information.
- Review of the objective evidence that may demonstrate conformity during external audits.
- Case studies, group discussions, and participant experience sharing.
- Questions and answers to clarify implementation challenges and common misunderstandings.

Training Materials and Deliverables

Participants will receive:

- Comprehensive training materials in PDF format explaining the requirements of ISO 9001:2026 and their practical application.
- A summary of the key differences between ISO 9001:2015 and ISO 9001:2026.
- Practical examples illustrating the application of the standard's requirements.
- Sample forms and templates that can support QMS implementation.
- Exercises and case studies used during the training.
- A Certificate of Completion issued by JAQM and internationally accredited by IAO, USA upon meeting the attendance requirements.



Delivery Mode

The program will be delivered live online interactive training, and it can be customized to be delivered as in-house training for organizations, so practical examples and discussions can be adapted to the organization's sector, processes, products, services, and QMS needs.

Certificate of Completion and Attendance Requirements

Participants who attend at least 90% of the total training hours will receive a Certificate of Completion issued by JAQM.

This is a training program with no examination. The certificate confirms successful completion of the required attendance and participation requirements.

Program Language

- Training delivery: Arabic, with English technical terminology used where appropriate.
- Training materials: English.
- Exercises, discussions, and practical applications: Arabic and English, as appropriate.

Benefits of Attending the ISO 9001:2026 Training Course

For Individuals

1. **Broader Career Opportunities Across Industries**
ISO 9001 knowledge is valued across manufacturing and service sectors, strengthening participants' suitability for roles in quality, operations, compliance, and management systems.
2. **Stronger CV and Professional Credibility**
Training on the latest edition of ISO 9001 and receiving a Certificate of Completion from JAQM demonstrate up-to-date knowledge and commitment to professional development.
3. **Practical Ability to Apply ISO 9001 Requirements**
Participants learn how to convert written requirements into effective processes, controls, documented information, and evidence of conformity.



4. **Greater Value and Visibility Within the Organization**
The ability to support quality improvement, reduce errors, strengthen compliance, and prepare for audits can increase the participant's professional contribution and visibility.
5. **Improved Potential for Career Advancement**
Practical ISO 9001 knowledge can support progression toward greater responsibilities and more advanced roles in quality, operations, auditing, and management systems.

For Organizations

1. **Improved Quality of Products and Services**
Trained employees can contribute to more consistent processes, fewer errors and defects, and improved product and service performance.
2. **Reduced Costs of Poor Quality**
Better process control, risk management, and corrective action can reduce waste, rework, complaints, returns, delays, and other quality-related costs.
3. **Increased Customer Satisfaction and Confidence**
Effective implementation of ISO 9001 supports consistent fulfilment of customer requirements, leading to stronger satisfaction, trust, and long-term relationships.
4. **Improved Process Performance and Operational Efficiency**
Employees become better equipped to manage, monitor, and improve processes, clarify responsibilities, and use organizational resources more effectively.
5. **Greater Readiness for Certification Audits**
Understanding the requirements, their practical implementation, and the required evidence of conformity helps the organization strengthen its QMS and prepare more effectively for external audits.

Course Duration

"ISO 9001:2015 QMS: Requirements, Key Changes, and Practical Application" training course will be held for 18 training hours delivered live online over six interactive sessions for the public. This course can be customized based on certain needs for in-house training.



Course Fees

The regular course fee is JD 350 per participant. JAQM is offering a 15% discount to individual registrants and organizations registering two or more participants. Accordingly, the discounted course fee is JD 297 per participant. The course fee includes:

- A digital Certificate of Completion issued by JAQM and internationally accredited by the International Accreditation Organization (IAO), USA.
- Training materials in PDF format.
- Supplementary handouts.
- Instructor's notes and supporting learning resources.

Payment Methods

To facilitate payment of the course fees, JAQM offers the following payment options:

- Bank transfer to JAQM's bank account.
- Cash deposit into JAQM's bank account.
- CliQ transfer using the alias **JAQM**.
- Western Union transfer.
- Electronic wallet transfer.

Participants are requested to select their preferred payment method in the registration form. The relevant payment details and instructions will then be provided based on the selected option.

Course Schedule

- Date: To be scheduled
- Time: To be scheduled

About JAQM

The Jordan Academy for Quality Management (JAQM) is a specialized training and consulting organization dedicated to supporting individuals and organizations in quality management, operational excellence, and continual improvement.

JAQM provides professional training and consultancy services in Quality Management Systems, ISO standards, Lean Six Sigma, auditing, process improvement, risk management, and related management disciplines.



Through practical, application-oriented programs, JAQM helps professionals strengthen their knowledge and capabilities while supporting organizations in improving performance, enhancing quality, and achieving sustainable results.

Registration Process

To register for the upcoming training program, please click the following link and complete all the required fields in the registration form:

<https://forms.gle/XzhhEwHeJ3Rjkztv9>

After submitting the form, you will receive a confirmation that your application has been received and recorded.

For participants nominated by organizations, the HR or Training Department may confirm their registration by email. The email should include each participant's full name, email address, and mobile number.

For further information, please contact JAQM through:

- Email: training@jaqm.net
- Telephone: +962 6 516 0157
- Mobile and WhatsApp: +962 7 7744 1808

JAQM reserves the right to postpone, reschedule, or cancel the training program due to unforeseen circumstances. Participants will be notified of any changes. If the program is cancelled, all fees paid will be refunded in full. If it is postponed or rescheduled, registered participants may retain their registration for the revised dates or request a full refund.