



## Overview

Development and implementation of a quality management system (QMS) based on the ISO 9001:2015 requirements will open the door for your organization to seize and address new business opportunities.

As long as ISO 9001:2015 standard is applicable at all companies, so they need more systematic approach to develop their QMS in order to demonstrate best business practices, improve their product or service quality, better satisfy their customers, and improve their overall performance.

## Objectives

The main objective of this course is to transfer the knowledge on how an organization can practically establish its QMS based on the ISO 9001:2015, and then implement and maintain it. In addition, participants will be able to practically understand:

- What the quality and quality management system are.
- The mandatory documents and records required by the latest version of the ISO 9001: 2015
- How practically develop step by step, the documents, risk register, and records required by the new ISO 9001 version
- The ISO 9001:2015 requirements
- The business processes and their interaction
- How to develop a procedure and a form
- How to develop quality objectives
- How to develop a risk register

Organizations that already have the ISO 9001:2008 certificate and want to move to the 2015 version can benefit from this course by getting the required knowledge and documents required for this transformation.

## Course Duration

"QMS in Practice: Establish, Implement, and Maintain QMS based on ISO 9001:2015" training course will be held on *24 training hours* over 8 days for the public. This course can be customized based on certain needs for in-house training.



**Course Outlines**, this course will be delivered as follows:

## **Chapter\_1: Understanding the ISO 9001:2015 and the QMS**

- ISO 9001:2015 QMS overview
- Process approach
- Risk Based Thinking (RBT)
- Issues and risk register
- Documents and records
- What is a procedure, and how to develop it?
- There will be different workshops and group activities.

## **Chapter\_2: Interpretation and Understanding the ISO 9001:2105 requirements**

- Scope
- Normative References
- Terms and Definitions
- Context of the Organization
- Leadership
- Planning
- Support
- Operation
- Performance Evaluation
- Improvement

## **Chapter\_3: Documented information required by the ISO 9001:2015 QMS**

- Understand and develop the documents and records required by the ISO 9001:2015 requirements through clause by clause interpretation.
- Establish QMS scope
- Establish the quality policy
- Establish quality objectives
- Establish QMS processes and their interaction
- Establish important procedures
- Design the records to meet the ISO 9001:2015 requirements.
- Practical steps required to develop the ISO 9001:2015 QMS
- There will be different workshops and group activities.



## Targeted Groups

- All types of organizations who already have the ISO 9001:2008 and want to move to the new version ISO 9001:2015
- All types of organizations who plan to get the ISO 9001:2015 certificate.
- Executives and managers responsible for, or involved in, implementing ISO 9001:2015 QMS
- Individuals who are planning to lead or be part of a project of developing and implementing ISO 9001:2015 QMS for at an organization.
- Individuals (academic, consultants, trainers, and professionals) looking to expand their knowledge and skills on ISO 9001:2015.

## Date, Time, Venue

- Date: 21/2 – 3/3/2021 (Sunday to Wednesday Each Week)
- Time: 7:00 – 10:00 PM Jordan time
- Venue: Online using Zoom platform

## Course Fees

Usual course fees are USD650 or JD450. To support organizations and individuals in such difficult times, JAQM will offer a discount of 35% for each individual or organization's delegate. Accordingly, course fees will only be JD290. Course fees are to include:

- JAQM completion e-certificate internationally accredited by the International Accreditation Organization (IAO) located in the USA.
- Training material in pdf format.
- Templates in pdf format that are required to develop a QMS.
- Handouts in pdf format.
- Instructor notes.

## Payment Methods

To make it easy to settle the course fees, JAQM offers different alternatives for the fees payment as follow:

- Transfer to JAQM's bank
- Cash deposit in JAQM's bank



- Western Union transfer
- Transfer to ZainCash Wallet

Please choose in the registration form the method that is best for you so as we can send you the details based on your choice.

## Presentation Approach

- Online using Zoom platform
- English for datashow
- English for material and handouts
- English/Arabic for delivery and discussion
- Role mode, workshops, and group activities
- Throughout the training sessions, there will be related video clips, pictures, case studies, different workshops, and group activities.

## Registration Process

To enroll in this course, please click the following link and fill out all the fields in the registration form:

<https://forms.gle/U6VzV2BGrkkmH4987>

Once you submitted the application form, you will receive a notice that your application is received and recorded. Registration is confirmed only after fees settled as per your payment method.

For further information or details, please email JAQM at [training@jaqm.net](mailto:training@jaqm.net), or call +962 6 506 1774.

JAQM has the right to delay, cancel, or update the course date without any legal or illegal responsibility due to the date change.