

ISO 9001:2015 - OVERVIEW COURSE

- Course Objectives:** This online course teaches the trainee about the ISO 9001:2015 standard, how to interpret its clauses, and how its clauses are commonly implemented.
- Who Should Attend?** Anybody who is new to the ISO 9001:2015 standard, including representatives of companies that are seeking to implement ISO 9001:2015.
- Time Needed?** This online portion of the course includes approximately 8 hours of material, to be completed with the software provided by the Digital Chalk website (<https://pji.digitalchalk.com>.) The course includes a total of 5 Case Study Exercises and a Final Exam. You are free to complete these at your own pace, but please be aware that the whole of the course (lectures, case studies, and exam) must be completed within 30 days of when a student begins.
- Is a Copy of the ISO 9001:2015 Standard Provided?** Tuition includes a copy of the ISO 9001:2015 Executive Overview, which can be downloaded as a PDF once the course begins. The Executive Overview is not the ISO 9001:2015 standard itself, but it does include a summary of each section of the ISO 9001:2015 standard. The ISO 9001:2015 standard itself can be purchased from the ASQ or ANSI at their websites.

Course Outline

- I. Course Introduction
- II. The Non-Auditable Portions of ISO 9001:2015 (1, 2, and 3)
- III. ISO 9001:2015 – Section 4
 - a. 4.1 – Understanding the organization and its context
 - b. 4.2 – Understanding the needs and expectations of interested parties
 - c. 4.3 – Determining the scope of the quality management system
 - d. 4.4 – Quality management system and its processes
- IV. Case Studies – Section 4
- V. ISO 9001:2015 – Section 5
 - a. 5.1 – Leadership and Commitment
 - b. 5.2 – Policy
 - c. 5.3 – Organizational Roles, Responsibility, and Authorities
- VI. Case Studies – Section 5
- VII. ISO 9001:2015 – Section 6
 - a. 6.1 – Actions to address risks and opportunities
 - b. 6.2 – Quality Objectives and planning to achieve them
 - c. 6.3 – Planning of changes
- VIII. Case Studies – Section 6
- IX. ISO 9001:2015 – Section 7
 - a. 7.1 – Resources
 - b. 7.2 – Competence
 - c. 7.3 – Awareness
 - d. 7.4 – Communication
 - e. 7.5 – Documented Information
- X. Case Studies – Section 7
- XI. ISO 9001:2015 – Section 8
 - a. 8.1 – Operational Planning and Control
 - b. 8.2 – Requirements for planning and services
 - c. 8.3 – Design and development of products and services
 - d. 8.4 – Control of externally provided processes, products, and services
 - e. 8.5 – Production and Service Provision
 - f. 8.6 – Release of products and services
 - g. 8.7 – Control of nonconforming outputs
- XII. Case Studies – Section 8
- XIII. ISO 9001:2015 – Section 9
 - a. 9.1 – Monitoring, Measurement, Analysis, and Evaluation
 - b. 9.2 – Internal Audit
 - c. 9.3 – Management Review
- XIV. Case Studies – Section 9
- XV. ISO 9001:2015 – Section 10
 - a. 10.1 – General
 - b. 10.2 – Nonconformity and Corrective Action
 - c. 10.3 – Continual Improvement
- XVI. Case Studies – Section 10
- XVII. A brief examination of the Annexes of ISO 9001:2015
- XVIII. Final Exam