

# Online Training



## ISO 9001:2015 Employee Training

## Engaging course that introduces employees to ISO 9001.

The training is entertaining and well suited to create buy-in and motivate staff to participate in the ISO program. This high-quality online training is in multimedia format, interactive, and full of real-life examples. On demand – so staff can learn anywhere and anytime.



**About 1 hour (on demand)**  
**Materials included**

## Objectives

Upon completion of this course, employees will:

- ✓ Be motivated to take part in ISO
- ✓ Understand the benefits of certification
- ✓ Be able to contribute to a corporate culture that emphasizes customer satisfaction, quality and efficiency
- ✓ Know the aspects of ISO 9001 that are relevant to all employees

## Motivation

Employee participation is an important factor for the success of your ISO 9001 certification. We create motivation through various means, including:

- ✓ Making the presentation relevant and enjoyable
- ✓ Ensuring that the benefits of ISO 9001 are understood and appreciated
- ✓ Fostering a feeling of being part of it

# Lesson Plan

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## Introduction

- What You Will Learn

## Lesson 1: The Basics

- What Are Standards?
- Management System Standards
- ISO
- ISO 9001 Quality Management Standard
- What Is a Quality Management System?
- Who Can Use ISO 9001?

## Lesson 2: Benefits

- Benefits for Customers
- Benefits for Companies
- Benefits for Employees

## Lesson 3: The Standard

- What Does ISO 9001 Require?
- What Changes Can You Expect?

## Lesson 4: Implementation

- Implementation

## Lesson 5: Certification

- Certification

## Lesson 6: Your Role

- Everyone Plays a Role
- Opportunities to Contribute

## Conclusion

- What You Have Learned

## Assessment

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The course includes a short exam. It takes about 5-10 minutes to complete, is in multiple-choice format, has a passing score of 70%, no time limit, and can be re-taken unlimited times without charge. After completing the exam, staff will be issued a Certificate of Completion.

## Course Certificate

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Upon completion of training, each learner will be issued a Certificate of Completion with these features:

- ✓ 0.1 Continuing Education Units (CEUs) awarded by the International Standards Corporation
- ✓ Digital certificate that can be downloaded and shared online

## Included Materials

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- Study Guide

## Duration

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The course takes about 1 hour to complete (on-demand) with 0.1 CEUs.

## Course Access

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Immediately after payment for 3 months.

## Prerequisites

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No prerequisites.

## System Requirements

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A computer, tablet or smartphone, and internet access. High speed connection isn't essential.