



Online Training

ISO 9001:2015 Manager Training

Interactive e-learning on demand

Targeted training that teaches managers and team leaders how to fulfill their part in the ISO 9001 quality management system. Praxis-oriented and comprehensive, the course shows how to use ISO to achieve tangible benefits. This high-quality online training is in multimedia format, interactive, and full of real-life examples and practical tips. On demand – so you can learn anywhere and anytime.



About 6 hours (on demand)
Materials included

Learning Objectives

Upon successful completion of this course, you will:

- ✓ Understand the aspects of ISO 9001 that are relevant to managers
- ✓ Be able to perform the manager responsibilities under ISO in a meaningful way
- ✓ Know how to use ISO to add operational value to your specific department

Course Design and Presentation

This course has been designed in-house. Learning content is solid, logically developed and easy to understand. It includes plenty real-life examples, practical tips and best practices that can be readily applied.

Lessons are presented by our e-learning instructor in clear, accent-free English, and illustrated by our award-winning designer.

The multimedia format with its rich animations, video, and text creates a learning experience that's both enjoyable and effective.

Lesson Plan

Part 1: ISO 9001 - The Basics

- How Is the ISO 9001 Standard Used?
- What Does ISO 9001 Mean for You?
- Factors for ISO 9001 Success

Part 2: The Foundation and Structure of ISO 9001

- Annex SL
- Quality Management Principles

Part 3: The Process Approach and PDCA Cycle

- The Process Approach
- The Elements of a Process
- Real-Life Examples of the Process Approach
- The PDCA Cycle
- How the PDCA Cycle Benefits Organizations

Part 4: Overview of the ISO 9001:2015 Requirements

- Clause 4: Context of the Organization
- Clause 5: Leadership
- Clause 6: Planning
- Clause 7: Support
- Clause 8: Operation
- Clause 9: Performance Evaluation
- Clause 10: Improvement

Part 5: The Role of Managers in ISO 9001

- Process Management
- Roles, Responsibilities and Authorities
- Risk Management
- Objectives
- Change Management
- Resources
- Document Control
- Supplied Processes, Products and Services
- Production and Service Provision
- Control of Nonconforming Outputs
- Performance Evaluation
- Nonconformity and Corrective Action

Assessment

The course includes an **optional** exam; it's in multiple-choice format, has a passing score of 70%, and can be re-taken unlimited times without charge. If you forgo or fail it, you'll still receive a Certificate of Attendance.

Certificate

As a graduate of this course, you'll receive a prestigious Certificate of Attainment:

- ✓ Achievement certified by the International Standards Corporation.
- ✓ 0.6 CEUs awarded to fulfill continuing education requirements.
- ✓ Verified by Accredible, blockchain-secured, and accessible online to promote your achievements.
- ✓ With only a click of the mouse, you can share your achievements on LinkedIn, Twitter and other social media, or add your digital certificate to an online resume..

Included Materials

- Study Guide

Duration

The course takes about 6 hours to complete (on-demand) with 0.6 CEUs.

Course Access

Immediately after payment for 3 months.

Prerequisites

No prerequisites.

System Requirements

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