



## ISO 9001:2015 – Quality Management Efficient Tools for Customer Satisfaction



Quality Management can help your company to better fulfill your customer's needs.

The renowned **ISO 9001** standard describes **Best Practices in management**: A well-implemented Quality Management system will make your business processes more efficient, reduce waste, improve responsiveness ... and thus increase both customer satisfaction and job security!

This highly interactive, one-day training explains the fundamentals of modern Quality Management in a **pragmatic, down-to-earth** manner. You identify the benefits of a Quality Management system, understand what is needed to implement it and know how to prepare for certification.

This course is intentionally *not* sector specific; it is applicable to almost any business, independent of the size of the company and also independent of a specific industry.

<b>Target Audience</b>	This course is for anyone who is interested in Quality Management: managers and auditors as well as collaborators from R&D, IT, purchasing, logistics and marketing. We explicitly encourage executives who <b>consider "ISO certification"</b> for their company to join this course!
<b>Standard</b>	The course content is based upon "the" actual standard for Quality Management systems, <b>ISO 9001:2015</b> .
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Understand the structure of a Quality Management system.</li> <li>• Identify typical benefits and pitfalls of a Quality Management system.</li> <li>• Write procedures that are easy to understand and pleasant to follow.</li> <li>• Appreciate the different objectives of internal and external audit.</li> <li>• Understand the certification process, its timeline – and calculate its cost.</li> </ul>
<b>Contents</b>	<ul style="list-style-type: none"> <li>• What is a Quality Management System?</li> <li>• Why would we want to implement a Quality Management System? Where is the connection between Quality Management and Business?</li> <li>• Which of the many standards should we choose?</li> <li>• Can we "buy" such a system, or do we have to develop our own?</li> <li>• What is the purpose of an internal audit?</li> <li>• How long does certification take, how much does it cost ... and how do we select a suitable "certification body" ?</li> </ul>
<b>Credentials</b>	Upon completion, participants receive a seminar certificate. PMP certified participants can claim 7 PDU.
<b>Language</b>	Documentation and facilitation are available in English, French and German. We can also provide mixed-language training, e.g. documentation in EN and facilitation in DE or FR.
<b>Trainer</b>	Dr. rer. nat. Jörg Hau, PMP and <b>Quality Management system auditor</b> .
<b>Logistics</b>	The training consists of a 1-day <b>interactive classroom course</b> . We can also run this course as in-house training at your site or in a seminar hotel of your choice. Min. 5, max. 12 participants. 1 day, 1 trainer.

