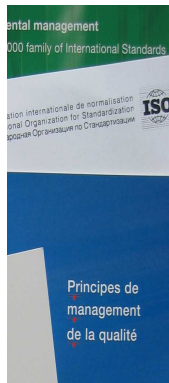




ISO 9001:2015 – Quality Management Efficient Tools for Customer Satisfaction



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.

Target Audience	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 consider "ISO certification" for their company to join this course!
Standard	The course content is based upon "the" actual standard for Quality Management systems, ISO 9001:2015 .
Objectives	<ul style="list-style-type: none"> • Understand the structure of a Quality Management system. • Identify typical benefits and pitfalls of a Quality Management system. • Write procedures that are easy to understand and pleasant to follow. • Appreciate the different objectives of internal and external audit. • Understand the certification process, its timeline – and calculate its cost.
Contents	<ul style="list-style-type: none"> • What is a Quality Management System? • Why would we want to implement a Quality Management System? Where is the connection between Quality Management and Business? • Which of the many standards should we choose? • Can we "buy" such a system, or do we have to develop our own? • What is the purpose of an internal audit? • How long does certification take, how much does it cost ... and how do we select a suitable "certification body" ?
Credentials	Upon completion, participants receive a seminar certificate. PMP certified participants can claim 7 PDU.
Language	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.
Trainer	Dr. rer. nat. Jörg Hau, PMP and Quality Management system auditor .
Logistics	The training consists of a 1-day interactive classroom course . 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.

