



ISO 9001 Quality Management System Implementation Course



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Introduction:

ISO 9001 Quality Management System Implementation Course is a 1-week course for quality managers, management representatives, process owners and implementation team members, ending with a QMS Implementation Plan and Documented Information Set. Many organisations run a quality system built on generic manuals, with processes, risks and objectives that do not reflect how the organisation actually works. Nominees already coordinate quality processes, documents or improvement actions, and teaching is by case study, working clause by clause through ISO 9001:2026 with documents and data from several sectors. CoreConcept Training Center delivers this ISO 9001 quality management system implementation course.

Course Objectives:

- Interpret ISO 9001 requirements clause by clause from an implementer's perspective and map them to existing organisational practice
- Conduct a gap analysis of the current quality system and prioritise the findings for action
- Define the QMS scope, interested parties and process map using the process approach
- Draft a quality policy, quality objectives and separate risk and opportunity registers aligned with strategic direction
- Establish documented information, operational controls, performance indicators and management review arrangements
- Produce a QMS Implementation Plan and Documented Information Set ready for a certification readiness review

Target Audience:

- Quality management staff responsible for designing and maintaining the quality management system
 - Management representatives responsible for reporting QMS performance to top management
 - Process owners responsible for defining, running and improving operational processes
 - Implementation team members responsible for documentation, risk registers and quality objectives
 - Operations and service delivery leads responsible for customer requirements and operational control
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Course Outline:

Day 1: Foundations and Current-State Gap Analysis

- ISO 9001 Quality Management Principles and PDCA Cycle Application
- Harmonised Structure Clause Map for QMS Implementation Teams
- Clause 4 Organisational Context and Climate Change Consideration
- Interested Parties Register and Relevant Requirements Analysis
- ISO 9001 Gap Analysis Against Current Organisational Practice

Day 2: QMS Scope, Process Approach and Leadership

- QMS Scope Statement Boundaries and Applicability Decisions
- Process Approach Mapping With Turtle Diagrams and Interactions
- Clause 5 Leadership Roles, Responsibilities and Authorities
- Quality Policy Drafting Aligned With Strategic Direction
- Quality Culture and Ethical Behaviour Expectations for Leadership

Day 3: Planning, Support and Documented Information

- Clause 6 Separate Risk and Opportunity Registers
- SMART Quality Objectives and Planning for Their Achievement
- Planning of QMS Changes With Communication and Review
- Clause 7 Resources, Competence, Awareness and Organisational Knowledge
- Documented Information Hierarchy, Control and Retention Rules

Day 4: Operational Control, Performance Evaluation and Improvement

- Clause 8 Operational Planning and Customer Requirements Review
- External Provider Control and Outsourced Process Criteria
- Clause 9 Performance Indicators and Customer Satisfaction Monitoring
- Management Review Inputs, Outputs and Decision Records
- Clause 10 Nonconformity, Corrective Action and Continual Improvement

Day 5: Case Study Work and the QMS Implementation Plan

- Case Gap Analysis Findings Prioritisation for Two Sectors
 - Case Process Map and Risk Register Build
 - Implementation Roadmap Phases, Milestones and Resource Allocation
 - Certification Readiness Review and Stage One Preparation Checklist
 - QMS Implementation Plan and Documented Information Set Completion
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Skills You Will Gain:

- Current-State Assessment
- Process Interaction Mapping
- Interested Parties Analysis
- Risk-Based Thinking
- Key Performance Indicator Design
- Document Hierarchy Design
- Management Review Preparation
- Implementation Roadmap Planning

Why Attend This Course:

- Deliver a QMS Implementation Plan and Documented Information Set to top management and the quality steering group before the system goes live
- Decide which processes, documents and controls the organisation needs rather than copying generic manuals
- Avoid delayed certification, repeated document rewrites and nonconformities caused by gaps found too late
- Brief process owners and colleagues on their roles, objectives and records within the quality management system

Conclusion:

Back at work, the participant presents the QMS Implementation Plan and Documented Information Set to top management and the quality steering group. The organisation uses the plan to assign process owners, approve the quality policy and objectives, allocate resources and set the milestones for reaching certification readiness, while the documented information set gives each process its controlled procedures and records. After the first management review held under the new system, the team should compare indicator results with the objectives, close the remaining gaps and update the plan.

Frequently Asked Questions FAQ:

What should participants know before an ISO 9001 Quality Management System Implementation course?

No prior implementation experience is required. Participants should already work with quality processes, documents or improvement actions, and bringing their organisation's current procedures, process maps or certificate scope helps apply the case study work to their own system.

How does an ISO 9001 Quality Management System Implementation course differ from a quality auditing course?

Auditing courses teach how to plan and conduct audits and report findings. This implementation course takes the builder's side: designing the scope, processes, policy, objectives, risk registers and documented information so that the quality management system works and is ready for assessment.

Why does the process approach matter in ISO 9001 Quality Management System Implementation?

The process approach links activities into interacting processes with defined inputs, outputs, owners and indicators. It lets the organisation manage the quality management system as one connected system, see where risks arise and measure whether each process delivers its intended results.

What do participants take back from the ISO 9001 Quality Management System Implementation course?

Participants take back a QMS Implementation Plan and Documented Information Set covering the gap analysis findings, scope statement, process map, quality policy, objectives, risk and opportunity registers, document hierarchy and the milestones toward certification readiness.
