



Quality Management & Operational Excellence

Quality Assurance and Quality Control (using ISO 9001:2015 as a Framework)

Course Introduction

With over a million organizations worldwide certified to the ISO 9001 quality management systems standard, no organisation can afford to pay the price of not recognizing that managing quality assurance and control are essential requirements for those producing and selling goods and services.

ISO 9001:2015

The essence of quality management is processes, people, management system and performance evaluation and the revised ISO 9001:2015 is a significant change to the earlier version in addressing the key items that need to be addressed in your quality system. Those organizations that are making the transition to the new standard need to fully understand the differences and what is required particularly on context, interested parties, leadership and risk based thinking.

ISO 9001

The ISO 9001 quality management system formalizes specific techniques for process monitoring, control, measurement and improvement. Internal and third party auditing provide assurance that systems are maintained and improved.

Target Audience

- practitioners in quality and audits
 - Senior members and managers of organisations who need to understand the significance of training employees on quality management
 - Quality team members
 - Professionals aspiring to undertake a quality-related certification
 - Construction project owners
 - Design consultants
 - Construction contractors
- Architects

Learning Objectives

- Be familiar with the requirements of the new ISO 9001:2015
- Understand methods for improving the interaction in business processes
- Analyse quality controls for adequacy and suitability
- Review techniques for process analysis, monitoring and measurement
- Practice auditing techniques
- Consider differing approaches to improvement of the organization

Course Outline

• 01 DAY ONE

Training Course Curriculum

- A Process Approach to Managing Quality
- An introduction to quality management systems
- The new ISO high level structure for management systems standards and links with the framework for the new ISO 9001:2015
- The process approach
- The organisation as a set of inter-related processes
- Risk and opportunities in your quality management system

• 02 DAY TWO

Designing and Implementing ISO 9001:2015

- The PDCA approach
- Risk based thinking
- The organisation and context
- Needs and expectation of interested parties
- The significance of effective leadership in a quality management system
- The role and responsibilities of leaders in the new ISO 9001:2015

• 03 DAY THREE

Planning and Operating ISO 9001:2015

- Establishing policies
- Planning for a quality management system
- Addressing risk and opportunity within a quality management system
- Supporting your system – resources and competence
- Operations, planning and control

• 04 DAY FOUR

Performance Monitoring, Quality Assurance and Analysis

- Measurement and monitoring of processes
- Measurement and monitoring of products
- Measurement and monitoring the satisfaction of interested parties
- Analysis and reporting of data
- Continual improvement of the system
- Continual improvement of the organisation

• 05 DAY FIVE

Internal Audit as a Management Tool

- Management and planning of an internal audit
- Auditing in practice
- Opening meetings
- Collecting data
- Feedback on the audit
- Audit reporting

Confirmed Sessions

| FROM | TO | DURATION | FEES | LOCATION |
|---------------|--------------|----------|------------|------------------|
| May 4, 2025 | May 8, 2025 | 5 days | 4250.00 \$ | Bahrain - Manama |
| July 28, 2025 | Aug. 1, 2025 | 5 days | 4250.00 \$ | UAE - Dubai |

| FROM | TO | DURATION | FEES | LOCATION |
|---------------|---------------|----------|------------|------------------|
| Oct. 20, 2025 | Oct. 24, 2025 | 5 days | 4950.00 \$ | England - London |