

## ISO 9001-2015 Leadership Training

This course was developed with the goal of ensuring that Top Management has the knowledge needed to effectively run their Quality Management System.

This course was developed and is only instructed by practicing 3rd Party certified auditors with years of industry experience that are also certified to teach the IRCA ISO 9001:2015 QMS Lead Auditor Course.

Additionally, Common Sense Consulting instructors have been trained on adult learning concepts through Carnegie Melon. Recognizing the challenges of adult learning, many exercises and workshops have been integrated into the course materials for the students to immediately apply and enforce their learning experience after the discussion of every new concept. We spend the majority of our R&D time creating better learning exercises, not more slides. Anyone can create and read to you slides in the attempt to teach ISO 9001 but it is rare that any training course takes this approach. This is what separates us from our competition.

### Course Benefits:

At the conclusion of this course, successful attendees will have been provided with the knowledge and ability to utilize the concepts of ISO driven business management systems **to ensure positive business results** including:

- ✓ A thorough understanding of the **intent of the ISO 9001-2015 Standard** as the requirements apply to Top Management
- ✓ **Risk Based Thinking** - Using risk assessment tools such as SWOT and FMEA to proactively manage the business by prioritizing business spending on risk reducing improvements
- ✓ **The Process Approach** to business management, including policy deployment and metric alignment
- ✓ Becoming stakeholders by **demanding return on investment from their internal audit programs**

### Course Content:

- ✓ The Scope of the ISO 9001 Standard, Including Customer Focus, Interested Parties, Business Performance, Risk Based Thinking and the need to manage outsourced processes, especially those that are executed within the organization
- ✓ The Deming Cycle (PDCA) and 7 management principles of ISO 9000
- ✓ The concept of Risk Based Thinking, some tools to make it happen (SWOT & FMEA), and how to establish and nurture a proactive culture
- ✓ Understanding new Risk Management requirements, including strategic SWOT and tactical FMEA tools
- ✓ The Process Approach to business management with a business friendly / results orientated session
- ✓ The Pyramid Approach to using ISO 9001 to effectively deploy the Quality Policy and Business Plan through metric alignment
- ✓ Applying the requirements to ensure that business decisions are based on sound data and planning
- ✓ Applying the requirements for employee knowledge, competence, communication, awareness and engagement to maximize the intelligence and motivation of the organization
- ✓ How to maximize ROI by effectively utilizing your internal audit program

**Prerequisites:** None! This course is meant for management personnel who are serious about getting the most out of their ISO 9001 certifications. However, the bottom line is that actual process owners and their top management should attend this session. The next audience would be your area supervisors, team leaders, etc. If the attendee is not a manager of multiple personnel then they are not the intended audience for this course.

*"Everyone gets certified but only a few get a significant return on investment afterward."*

**Certificate:** Attendees who successfully complete the ongoing student assessment will receive a Certificate.

**Timetable:** This is a 1/2 day course.

**Method of Delivery:** Common Sense Consulting would be pleased to conduct this training at your facility or in a public venue.