



...making excellence a habit.™

BSI Training Academy

ISO 9001 Capacity building programme



# ISO 9001 Capacity building programme

To be successful in today's dynamic world, organizations need to embed resilience. And there are three fundamental elements to building a resilient organization: process, product and people. At BSI Training Academy we focus on helping clients all over the world build resilience through their people.

By combining the right training and support services through our capacity building programme, we help you invest in your people. We work with you to identify the needs of your organization so your teams gain the knowledge and skills required to embed management systems and drive sustainable growth.

## What is capacity building?

**Capacity building is a systematic approach of knowledge and skills development. It ensures an organization has the internal expertise to effectively implement change and improve performance.**



ISO 9001 is the world's most recognized quality management system (QMS) standard used by over 1 million organizations. A powerful business improvement tool, it provides a best practice framework for developing a QMS to help manage your business effectively, boost operational resilience and build for the long term.

At BSI, we have the experience to help you get the most from ISO 9001, making your business better, customers happier and profits bigger. So make sure your teams have the skills to implement and operate ISO 9001 effectively with our capacity building programme.

The benefits of capacity building:

- In-house expertise
- Enhanced flexibility and convenience
- Better engagement from your teams
- Added value to your organization

# What our programme includes

Our capacity building programmes has two main phases – pre and post implementation. This involves a number of our training and support services, as well as implementation activities where you embed you learning and respond to any gaps identified. By working with BSI, your organization will gain the skills to confidently implement your management system and ensure it continually improves.

## Phase one: pre-implementation

1. Assessment	2. Training		3. Client
Gap assessment: we visit to review your current system against the ISO 9001 requirements so you can see where your gaps are	ISO 9001 Awareness for top management	ISO 9001 Interpretation and application	Develop documented information and ensure leadership approval
	ISO 9001 Strategic approach to risk-based thinking	Understanding of QMS processes	

4. Assessment	5. Training	6. Client
Desk top assessment: we assess the readiness of your documentation against ISO 9001 prior to system implementation	ISO 9001 awareness for staff	Implement the standard

## Phase two: post-implementation

1. Training	2. Client	3. Assessment
ISO 9001 Internal auditor	Conduct an internal audit and management review	Pre-certification assessment: we visit to assess your readiness to certify to the standard, including an end of assessment review so you can see how ready you are



## BSI, your training partner of choice

### Inspirational tutors

When it comes to teaching how to make standards work, our tutors are the best in the business. Our rigorous selection process and ongoing development in our people ensures our tutors inspire delegates to put learning into practice.

### Modular learning pathway

Our courses are developed with you in mind. Our modular structure allows you to develop the skills you need to add value in your organization.

### Accelerated learning

We understand that everyone learns and retains knowledge differently. Our accelerated learning approach is proven to fast-track learning, improve knowledge retention and ensure you can apply your knowledge straight away. We evaluate our results based on your satisfaction and success, to provide the best training experience in the industry.

### Learning environment

We carefully select the best venues to create a positive learning environment. A comfortable setting that supports interactive sessions is important for us to provide you an optimum training experience.

### Ongoing customer relationship

We invest in our people too. Our industry and product specialists are there to support you – from initial needs analysis to ongoing reviews and support.

### Best in class

As the world's first National Standards Body and founding member of ISO, no one knows standards like BSI. We originated 3 of the most widely adopted international management system standards so when you train with us you benefit from this experience. When it comes to standards even our competitors choose us.

## Find out more

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