



BSI Training Academy

Your complete guide to
ISO 9001:2015 training

bsi.

...making excellence a habit.™

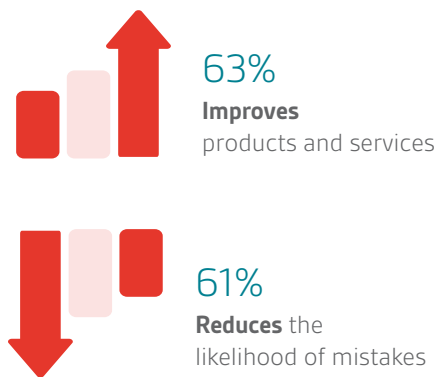


ISO 9001 continually improving your business

ISO 9001, the world's most popular management system standard is now a powerful business improvement tool. Internationally adopted by more than one million organizations, large and small, it can truly transform your business. We've developed a suite of training courses to make sure you make the most out of ISO 9001 to continually improve your business.

How BSI clients benefit from ISO 9001*

Better products and services



Better for business



* Source: BSI Benefits Survey – BSI Clients were asked which benefits they obtained from ISO 9001: 2008

“Training was good. The trainer is an excellent tutor with real life experience, demonstration of quality knowledge of the subject matter”

Ernest Acquah

This flyer showcases our core suite of ISO 9001 training courses so you can select the course that best meets your needs. Our courses are informative, enjoyable, and interactive. Developed with you in mind, they are delivered by our expert tutors whose knowledge is second-to-none.

We make sure you gain the knowledge and skills to be confident and competent when you work with ISO 9001 back in your organization.

Why make BSI your first choice for ISO 9001 training



Our tutors

When it comes to teaching how to make standards work, our tutors are the best in the business. As experienced assessors with years of hands-on business and industry experience, they understand the challenges you're most likely to face. They are passionate about standards and have a proven ability to facilitate great learning.



Our expertise

As the world's first National Standards Body and founding member of ISO, no one knows standards like BSI. And when you train with us you benefit from this experience. You can trust us to say we know what we're talking about and you'll benefit from a premium learning experience. When it comes to standards even our competitors choose us.



Our approach Accelerated Learning

We really understand how training works and that everyone learns and retains knowledge differently. Based on the latest research, our accelerated learning approach is proven to fast-track learning, improve knowledge retention and ensures you can apply your knowledge straight away. We constantly evaluate our results based on your satisfaction and success rate, to provide the best training experience in the industry.



Our solution

We provide a proven pathway to success, wherever you are in your training journey. So whether you want to build your knowledge, learn how to implement or how to audit and improve your management system, we have the right solution for you. You'll also learn right beside your peers; we'll discuss real-world challenges and share best practice based on over 100 years' experience.

Why invest in training from BSI?

When you attend a BSI training course, our tutors are the best in the business. They're truly passionate about sharing their knowledge and ensuring you learn. Trusted experts with years of hands-on and business experience,

they bring the subject matter to life with relevant and contemporary examples that means you can focus on learning.

Public Training Courses are available



Network and learn best practices from a variety of sectors with our diversified schedule of courses and locations.

Talk to one of our experts to find out more.

Training delivered at your site



This could be a convenient and cost effective option, especially if you have multiple delegates.

Talk to one of our experts to find out more.

BSI Training Academy courses help you to learn the changes from ISO 9001:2008 to ISO 9001:2015

We want to make sure you have the best learning experience possible. That's why we offer a range of training courses from beginner to expert. We create a positive learning environment so you retain the knowledge and acquire skills that will continue to be of use beyond the course. Book a BSI training course now and reap the benefits of ISO 9001.

ISO 9001:2015 Transition Requirements – 1 day

Level



Who is this for	You'll discover	How this will help you
<ul style="list-style-type: none"> Those who are already familiar with to ISO 9001:2008 Quality Management System (QMS) and wants to find out about ISO 9001:2015 version. 	<ul style="list-style-type: none"> The key changes between ISO 9001:2008 and ISO 9001:2015 What needs to be revised in your current QMS 	<ul style="list-style-type: none"> Understand the changes of QMS requirements Learn key concepts such as risk-based thinking and process approach

ISO 9001:2015 Implementing Changes – 2 days

Level



Who is this for	You'll discover	How this will help you
<ul style="list-style-type: none"> For those involved in transitioning a QMS to ISO 9001:2015 and you want to apply this when implementing the standard 	<ul style="list-style-type: none"> What needs to be revised in your current QMS Create an action plan that you can apply Implement the changes using good practice guidance 	<ul style="list-style-type: none"> Implement ISO 9001:2015 with confidence Use a gap analysis to review your current system Understand new and revised terms and definitions applicable to ISO 9001:2015

ISO 9001:2015 Auditor Transition

IRCA Certified (A17863) – 2 days

Level



Who is this for	You'll discover	How this will help you
<ul style="list-style-type: none"> Those who are internal or lead auditor for ISO 9001:2008 wishing to audit or transition to ISO 9001:2015 Who want to develop their audit expertise 	<ul style="list-style-type: none"> Key differences between ISO 9001:2008 and ISO 9001:2015 How to write up audit reports for ISO 9001:2015 How to suggest corrective actions and follow them up to continually improve 	<ul style="list-style-type: none"> Assess your organization's ability to manage and maintain its QMS Be recognized as an ISO 9001 expert



Upon successful completion of your course, you'll receive an internationally recognized BSI certificate.

Our BSI Training Academy ISO 9001:2015 courses

ISO 9001:2015 Requirements – 1 day

Level **1 C**

Who is this for	You'll discover	How this will help you
<ul style="list-style-type: none"> Those new to ISO 9001 Quality Management System (QMS) If your knowledge needs a refresh 	<ul style="list-style-type: none"> The structure, key requirements and benefits of ISO 9001 How it supports your organization's strategy to improve organizational effectiveness 	<ul style="list-style-type: none"> Communicate the importance of a QMS Identify opportunities to improve processes to achieve business goals Apply the principles of ISO 9001 in your business

ISO 9001:2015 Implementation – 2 days

Level **1 C 2 C**

Who is this for	You'll discover	How this will help you
<ul style="list-style-type: none"> For those who already have an understanding of ISO 9001 and you want to apply this when implementing the standard 	<ul style="list-style-type: none"> The PDCA cycle and use of documented information Techniques to get the most from your QMS How to develop a robust plan to implement ISO 9001 	<ul style="list-style-type: none"> Implement ISO 9001 with confidence Use a gap analysis to review your current system Understand what resources are required to implement ISO 9001

ISO 9001:2015 Internal Auditor – 2 days

Level **1 C 2 C 3 C**

Who is this for	You'll discover	How this will help you
<ul style="list-style-type: none"> Those with an in-depth knowledge of ISO 9001 You may have experience of managing and implementing the standard If you need to carry out an internal audit 	<ul style="list-style-type: none"> The requirements of an ISO 9001 audit How to write up audit reports How to suggest corrective actions and follow them up to continually improve 	<ul style="list-style-type: none"> Assess your organization's ability to manage and maintain its QMS Be recognized as an ISO 9001 expert Be best-placed for a successful third party ISO 9001 assessment

ISO 9001:2015 Lead Implementer – 5 days

Level **1 C 2 C 3 C 4**

Who is this for	You'll discover	How this will help you
<ul style="list-style-type: none"> Those who are responsible for the management and implementation of ISO 9001:2015 QMS 	<ul style="list-style-type: none"> History and development of ISO 9001 The benefits of a QMS Recognize a typical framework of implementing ISO 9001:2015 	<ul style="list-style-type: none"> Gain an in-depth knowledge of the requirements of ISO 9001 Be able to perform a gap analysis

ISO 9001:2015 Lead Auditor

IRCA Certified (A17955) – 5 days

Some homework/s will be required for this course

Level **1 C 2 C 3 C 4**

Who is this for	You'll discover	How this will help you
<ul style="list-style-type: none"> Competent ISO 9001 internal auditors If you need to take the lead in ISO 9001 auditing activities You're looking to gain an internationally recognized auditing qualification 	<ul style="list-style-type: none"> How to plan, lead, audit, and follow up in accordance with internationally recognized best practice, (ISO 19011) How to effectively lead an audit and a team of internal auditors 	<ul style="list-style-type: none"> Achieve a recognized qualification Great continual professional development to advance your career and auditing expertise Be best-placed for a successful third party ISO 9001 assessment



ISO 9001:2015 Transition Requirements

Level



Learn what you need to know about transitioning to the new ISO 9001:2015 Quality Management Systems standard. Discover the latest changes and how these will affect your organization so you can start putting transition arrangements in place.

“The trainer had excellent knowledge on the subject and it was a pleasure to attend this course.”

Jisha Azad, AlRawabi Dairy

Our course agenda

- Welcome & Introduction
- Course benefits
- Aims, objectives & structure
- Annex SL: Appendix 2 Introduction & framework
- Annex SL: Appendix 2 Terms & definitions
- Annex SL: Appendix 2 Clause by clause
- Annex SL: Appendix 2 versus ISO 9001:2015 Clause structure
- ISO 9001:2015 Key terms, definitions & concepts
- Comparison between ISO 9001:2015 & ISO 9001:2008
- Changes of QMS to note
- Transition timeline & arrangements for ISO 9001:2015
- Summary of key changes
- Reflection & feedback

Book today at
bsigroup.com/en-ZA

Make sure this is the right course for you.

This is the course for you if:

- You want to find out about transitioning your certification with BSI
- You're planning, implementing, or maintaining ISO 9001
- You're part of a team involved with ISO 9001

What is the course like?

- 1 day long
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials to take away

How will I benefit?

- Understand the key changes between ISO 9001:2008 and ISO 9001:2015
- Identify what needs to be revised in your current QMS
- Receive a BSI certificate



ISO 9001:2015 **Implementing Changes**

Level **1C2C**

Ease your transition to ISO 9001:2015 by identifying the core changes to the new standard. Enhance your knowledge of the amended requirements and learn to develop an action plan that will assist the implementation of changes within your organization.

Our course agenda

Day 1

- Welcome & introductions
- Course benefits
- Aims, objectives & structure
- Annex SL: Appendix 2 Introduction & framework
- Annex SL: Appendix 2 Terms & definitions
- Annex SL: Appendix 2 Clause by clause
- Annex SL: Appendix 2 versus ISO 9001:2015 Clause structure
- ISO 9001:2015 Key terms, definitions & concepts
- Comparison between ISO 9001:2015 & ISO 9001:2008
- Changes of QMS to note
- Transition timeline & arrangements to ISO 9001:2015
- Summary of key changes

Day 2

- HLS & the processed based model
- Key changes
- Process approach & leadership
- Leadership requirements
- Context of organization & policy
- Approaches for risk identification & management
- Identifying risks & actions
- Documented information
- Gap analysis process
- Competencies
- Planning & control
- Performance management & improvement
- Reflection & feedback

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[bsigroup.com/en-ZA](https://www.bsigroup.com/en-ZA)

Make sure this is the right course for you.

This is the course for you if:

- You want to find out about transitioning your certification with BSI
- You're planning, implementing, or maintaining ISO 9001
- You're part of a team involved with ISO 9001

What is the course like?

- 2 days long
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials to take away

How will I benefit?

- Create an action plan that you can apply immediately
- Implement the changes using good practice guidance
- Find out about transitioning your certification with BSI



ISO 9001:2015 Auditor Transition

IRCA Certified(A17863)

Level **1 C 2 C 3 C**

Demonstrate commitment to best practice by transforming existing auditor skills to ISO 9001:2015. Consolidate your expertise with the latest developments and drive efficiency in line with the new standard.

Our course agenda

Day 1

- Welcome & introductions
- Course benefits
- Aims, objectives & structure
- Annex SL: Appendix 2 Introduction & framework
- Annex SL: Appendix 2 Terms & definitions
- Annex SL: Appendix 2 Clause by clause
- Annex SL: Appendix 2 versus ISO 9001:2015 Clause structure
- ISO 9001:2015 Key terms, definitions & concepts
- Comparison between ISO 9001:2015 & ISO 9001:2008
- Changes of QMS to note
- Transition timeline & arrangements
- Summary of key changes

Day 2

- Case study
- Audit planning
- Interviewing top management
- Auditing context of organization
- Auditing planning for the QMS
- Audit trails
- Managing change
- Course review & questions
- Reflection & feedback

Book today at bsigroup.com/en-ZA

“Auditing Management Systems has never been smartly communicated in a classroom like what BSI does. The knowledge delivery technique was excellent.”

Adeyeye Sunday ADEGBOYEGA, NNPCCHQ

Make sure this is the right course for you.

This course is ideal for:

- ISO 9001:2008 Internal and Lead Auditors wishing to audit or transition to ISO 9001:2015.

What is the course like?

- 2 days long
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials to take away

How will I benefit?

- Understand the key changes between ISO 9001:2008 and ISO 9001:2015
- Prepare, conduct and develop the skills for an ISO 9001:2015 audit
- Meet the IRCA Auditor transition training requirements



ISO 9001:2015 Requirements

Level



Our ISO 9001 Requirements one day training course is relevant for any business. It's a great place to start and an excellent introduction to the standard. Packed with practical activities, group discussions and classroom learning, our expert tutors will make sure you complete the course feeling confident that you can apply your new knowledge as soon as you step back inside your organization.

"The training was very good and participants enjoyed the training very much. Thanks a lot for the cooperation extended and to a very good trainer.forward to the internal and lead auditor course."

A.N. Pandey, Senior Specialist, RTA

Our course agenda

- Quality Management System (QMS)
- ISO 9001 history
- Benefits of a QMS
- Key terms & definitions
- Key concept 1: Risk-based thinking
- Key concept 2: Process
- Key concept 3: Process approach
- Key concept 4: Plan-Do-Check-Act
- Key concept 5: Management principles
- Key concept 6: High level structure
- Introduction to ISO 9001:2015
- Clause 4: Context of the organization
- Clause 5: Leadership
- Clause 6: Planning for the QMS
- Clause 7: Support
- Clause 8: Operation
- Clause 9: Performance evaluation
- Clause 10: Improvement
- Reflection & feedback

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Make sure this is the right course for you.

This is the course for you if:

- You are new to ISO 9001 Quality Management
- Your knowledge needs a refresh
- You're planning, implementing, or maintaining ISO 9001
- You're part of a team involved with ISO 9001

What is the course like?

- 1 day long
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials to take away

How will I benefit?

- Gain confidence in understanding the importance of a QMS
- Be ready to apply the knowledge in your own business
- Develop professionally
- Network with likeminded peers
- Receive a BSI certificate



ISO 9001:2015 Implementation

Level **1C2C**

You will learn vital skills for implementing ISO 9001 including how to apply the Plan-Do-Check-Act (PDCA) cycle as well as how to carry out a gap-assessment. The two-day course is structured to optimize your learning using our unique approach to accelerated learning, and it will consist of a blend of practical activities, group discussions and classroom learning.

"Excellent material and instructor for the training." Randy B. Latosa, Maersk Oil, Qatar

Our course agenda

Day 1

- Quality management system (QMS)
- Implementing a QMS
- Overall project management process & link to PDCA
- Understanding organizational context
- Documented information
- Determining the need for documentation
- Conducting a base-line gap assessment
- Project plan and process approach
- Determining a coherent system
- Leadership
- Planning for the QMS
- Identifying risks & opportunities

Day 2

- Create policy & objectives
- Support
- Determining knowledge & competence
- Operation
- Processes & criteria for external providers
- Performance evaluation
- Monitoring, measurement, analysis & evaluation
- Internal audit, management review & improvement
- BSI Product Technical Manager interview
- Integration: High level structure (HLS)
- Course review & questions
- Reflection & feedback

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Make sure this is the right course for you.

This is the course for you if:

- You already have a thorough knowledge of ISO 9001 Quality Management
- You're leading implementation of ISO 9001
- You're part of a team involved in planning implementation of ISO 9001
- You need to conduct a gap assessment of your current system

What is the course like?

- 2 days long
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials and a useful ISO 9001 implementation toolkit to take away

How will I benefit?

- Have the confidence you can satisfy the requirements of ISO 9001
- Be able to make sure ISO 9001 adds value to your organization
- Develop professionally
- Network with likeminded peers
- Receive a BSI certificate



ISO 9001:2015 Internal Auditor

Level



If you are new to auditing then this is the course for you. Most delegates already have a thorough understanding of ISO 9001. This course will enable you to prepare for and initiate an internal audit and give you the vital skills to compile and distribute audit reports. Our highly experienced tutors will make sure that you walk away with the confidence to perform an effective audit to help your organization to continually improve.

Our course agenda

Day 1

- Quality Management System (QMS)
- Internal audit requirements
- ISO 19011 Auditing guidelines
- Auditing terms & definitions
- Plan, execute, report & close-out
- Process for auditing
- Audit evidence & programme
- Audit scope, objectives & criteria
- Principles of auditing
- Audit activities & responsibilities
- Planning & initiating the audit
- Document review & sampling
- Audit work documents
- Executing the audit
- Opening meeting
- Communications, attributes & questions
- Verifying information
- Recording the objective evidence
- Internal audit video

Day 2

- Executing the audit
- Nonconformities
- Simulated internal audit
- Documenting nonconformities
- Preparing audit conclusions & the closing meeting
- Report an audit
- Typical audit report contents
- Audit close-out
- Quiz to test your knowledge
- Course review & questions
- Reflection & feedback

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"The trainer was an exceptionally good instructor. Being only a pleasant and knowledgeable gentleman who made the course both interesting and relevant." Greg Bartman, Lieutenant Commander, Saudi Arabia

Make sure this is the right course for you.

This is the course for you if:

- You already have a thorough knowledge of ISO 9001 Quality Management
- You need to carry out an internal audit in your organization
- Your knowledge of the internal audit process needs a refresh

What is the course like?

- 2 day course
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive a detailed course pack to take away

How will I benefit?

- Gain the confidence to prepare, conduct and follow-up on ISO 9001:2015 audit activities
- Be able to write factual audit reports and suggest corrective actions
- Understand the guidelines of management system auditing according to ISO 19011:2011
- Network with like-minded peers



ISO 9001:2015 **Lead Implementer**

Level



If you're new to ISO 9001 and need to take the lead on implementing a management system then this course is for you. You will learn the importance of a QMS and get the vital skills to interpret and implement the requirements, carry out a gap assessment, as well as gain awareness of management tools and techniques. The five-day course is packed with practical activities, group discussion and classroom learning to help you retain the knowledge to implement an effective management system. It includes an exam on the final day and upon successful completion you will be rewarded with the BSI ISO 9001 Lead Implementer qualification.

Our course agenda

Day 1

- Quality Management
- Background, history & benefits of ISO 9001
- Key terms & definitions
 - Key concepts 1: Risk-based thinking
 - Key concepts 2: Process
 - Key concepts 3: Process approach
 - Key concepts 4: Plan-Do-Check-Act (PDCA)
 - Key concepts 5: Management principles
 - Key concepts 6: High Level Structure
- Clause 4: Context of the organization
- Clause 5: Leadership
- Clause 6: Planning
- Clause 7: Support
- Clause 8: Operation
- Clause 9: Performance evaluation
- Clause 10: Improvement
- Reflection & feedback

Day 2

- Review of previous day
- Implementing a QMS
- Overall project management process and the link to PDCA
- Understand the context of your organization
- Documented information
- Conduct a baseline gap analysis
- The process approach
- Leadership
- Planning for the QMS including risks & opportunities

Day 3

- Review of previous day
- Create your policy & objectives
- Support
- Operation
- Performance evaluation
 - Monitoring, measurement, analysis and evaluation
 - Internal audit, management review & improvement
 - BSI Product (Technical) Manager interview
 - Integration: High Level Structure (HLS)

ISO 9001:2015 Lead Implementer

Day 4

- Leadership & management
 - Differences
 - Leadership
 - Implementation support
 - Leading the implementation
- Brainstorming
- Eight disciplines problem solving
- Ishikawa/ Fishbone
- Change management
- Delegation
- Support
- Motivation

Day 5

- Welcome
- Introduction to Internal Auditing
- Introduction to the exam
- Exam
- Reflection & feedback



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Please note: this course includes the content of our ISO 9001 Requirements and our ISO 9001 Implementation training courses, and so delegates do not need to attend these programmes.

Make sure this is the right course for you.

This is the course for you if:

- You're new to ISO 9001
- You need to implement or manage a new ISO 9001 QMS
- You're leading a team involved in ISO 9001

What is the course like?

- 5 days
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials to take away
- There will be a 2 hour exam on the final day

How will I benefit?

- Confidently implement and maintain a QMS
- Be prepared with management tools and techniques
- Successfully carry out a gap analysis
- Network with likeminded peers
- Develop professionally and gain a recognized qualification



ISO 9001:2015 **Lead Auditor** IRCA Certified(A17955)

Level



ISO 9001 is the world's leading management system standard. That's why organizations around the world invest in training their people so they have the skills and the knowledge to benefit from it.

Our ISO 9001:2015 Lead Auditor course is an intensive 5-day course, where you'll discover internationally recognized best practice auditing techniques so you can lead audit activities in your organization.

With our innovative accelerated learning techniques to maximize your learning, you will gain the skills to plan, conduct, report, and follow up an audit in accordance with ISO 19011. It will culminate on day 5 with a written exam and upon successful completion you'll be awarded an internationally recognized auditing qualification. This course will not only benefit you when you return to your organization, but it will also be an opportunity to advance your career with a professional qualification.

"Thank you tremendously for the enjoyable 5 days I had in Lead Auditor course. I learned so much and I feel more confident going through the certification with the knowledge I gained from you."

Abeer Shata, Qatar

ISO 9001:2015 **Lead Auditor** IRCA Certified (A17955)

Our course agenda

Day 1

- Aims, objectives & structure
- First, second & third party audits
- Typical audit activities
- Audit objectives, scopes & criteria's
- Audit resources
- Roles & responsibilities
- Confidentiality
- Audit methods
- Stage 1 & 2 audits
- Audit plan
- Work documents
- Opening meeting
- Audit evidence
- Effective communication
- Audit findings & meetings
- Closing meeting
- Audit reports & follow-up
- Executing the audit

Day 2

- Quality Management System (QMS) purpose & business benefits
- Terminology
- Plan-Do-Check-Act
- QMS processes & context
- Conformance & compliance
- Role of the auditor
- QMS documented information
- Initiating the audit
- Document review
- Audit plan
- Work documents
- Opening meeting
- Observations
- Interviewing top management

Day 3

- Specimen exam: Section 1 & 2 review
- Auditing context of the organization
- Auditing the organization's QMS planning process
- Tutorial on body language
- Audit trails
- Auditing the organization's operational QMS processes (1)
- Auditing the organization's operational QMS processes (2)

Day 4

- Specimen exam: Section 3 review
- Auditing the organization's operational QMS processes (3)
- Nonconformities
- Closing meeting
- Audit report
- Audit follow-up
- Specimen exam: Section 4 review

Day 5

- Hand in homework: Audit report
- Final questions/revision
- Evaluation
- Introduction to the exam
- Exam
- Reflection & feedback



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Upon successful completion of the course, you'll receive an internationally recognized IRCA Accredited - BSI certificate.

"I can honestly say it was the best course learning I have ever encountered. I learnt so much and the tutor articulated himself so that everyone in the group clearly understand the standard." Kelly Rump,

Quality Assurance Manager, GAC Bunker Fuels Limited (DMCC), Dubai-UAE

ISO 9001:2015 **Lead Auditor** IRCA Certified (A17955)

Make sure this is the right course for you.

This is the course for you if:

- You already have a thorough knowledge of ISO 9001 Quality Management
- You need to lead a second party audit in your organization
- You are a manager who is responsible for a team of internal auditors

What is the course like?

- 5 days with some homework
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive a detailed course pack to take away
- There will be a 2 hour exam on the final day

How will I benefit?

- Gain the confidence to lead, and manage a team of internal auditors
- Be prepared for a successful second party ISO 9001:2015 audit
- Be able to audit according to internationally recognized best practice (ISO 19011:2011)
- Develop professionally and gain a recognized qualification
- Network with likeminded peers



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