MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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IRCA CERTIFIED - QUALITY MANAGEMENT SYSTEM (QMS) (ISO 9001:2015)

""Mastering ISO 9001:2015 to Ensure Quality, Compliance, and Continuous Improvement""

Schedule

Date	Venue	Fees (Face-to-Face)
01 – 05 Nov 2026	Dammam – KSA	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

ISO 9001:2015 is the world's most recognized standard for Quality Management Systems (QMS). It sets out the criteria for a systematic approach to managing processes, improving quality, and meeting customer requirements across any industry. Achieving ISO 9001 compliance is not only a regulatory requirement in many sectors—it's also a strategic advantage that signals operational excellence and trustworthiness.

This IRCA-certified 5-day intensive course equips professionals with the knowledge and practical skills needed to implement, manage, and audit a QMS in alignment with ISO 9001:2015 standards. Through real-world case studies, audit simulations, and guided workshops, participants will be prepared to contribute to certification readiness or become qualified QMS internal or lead auditors.

Objectives

By the end of this course, participants will be able to:

- Interpret ISO 9001:2015 requirements and apply them to real-world scenarios
- Implement and maintain a robust Quality Management System
- Plan, perform, and report ISO 9001 audits in accordance with IRCA standards
- Assess and improve organizational quality performance and customer satisfaction
- Prepare for IRCA auditor certification in ISO 9001:2015

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Why Attend

- Gain IRCA-recognized credentials as a QMS professional or auditor
- Learn to build or strengthen ISO 9001:2015-compliant systems in your organization
- Drive continuous improvement and operational efficiency
- Enhance internal audit capacity and certification readiness
- Improve quality culture and reduce process nonconformities

Target Audience

This program is designed for:

- Quality Managers, QA/QC Specialists, and QMS Coordinators
- Internal Auditors and Compliance Officers
- Operations and Process Improvement Managers
- ISO Implementation Team Members
- Professionals seeking IRCA auditor certification in ISO 9001

Individual Benefits

Key competencies that will be developed include:

- Clause-by-clause understanding of ISO 9001:2015
- Skills in QMS documentation, audit planning, and process evaluation
- Knowledge of risk-based thinking and continual improvement
- Ability to identify nonconformities and recommend corrective actions
- Professional readiness for IRCA ISO 9001 Lead Auditor qualification

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved quality control and customer satisfaction
- Compliance with international QMS standards and certification bodies
- Strengthened internal audit capabilities and reduced audit findings
- Enhanced documentation, risk management, and process integration
- Operational excellence and consistent quality outcomes

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Detailed review of ISO 9001:2015 clauses, intent, and implementation
- Case Studies – Global quality challenges and successful QMS models
- Workshops – Audit simulation, NCR writing, and risk-based decision-making
- Peer Exchange – Group discussions on QMS application across industries
- Tools – ISO 9001 audit checklists, gap analysis forms, and process evaluation templates

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Course Outline

DETAILED 5-DAY COURSE OUTLINE

Training Hours: 07:30 AM – 03:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Foundations of ISO 9001 and QMS Principles

- Module 1: Understanding ISO 9001:2015 Framework (07:30 – 09:30) • History, structure, and goals of the standard • ISO Annex SL high-level structure • Seven quality management principles
- Module 2: Context, Leadership, and Planning (09:45 – 11:15) • Understanding organizational context and stakeholders • Leadership commitment and quality policy • Planning actions to address risks and opportunities
- Module 3: Documented Information and Operational Control (11:30 – 01:00) • Control of processes, procedures, and records • Types of documentation required for ISO 9001 compliance
- Module 4: Workshop – QMS Documentation Mapping (02:00 – 03:30) • Developing and reviewing a document control process

Day 2: Implementation of QMS Processes and Risk Management

- Module 5: Support and Competence (07:30 – 09:30) • Training, awareness, and communication • Internal and external communication methods
- Module 6: Operational Planning and Control (09:45 – 11:15) • Process mapping and control of outsourced processes • Product/service realization steps
- Module 7: Risk-Based Thinking and Change Management (11:30 – 01:00) • Identifying, assessing, and mitigating quality risks • Planning for and managing change
- Module 8: Workshop – Risk Register for a Sample QMS (02:00 – 03:30) • Developing risk mitigation strategies

Day 3: Performance Evaluation and Continual Improvement

- Module 9: Monitoring, Measurement, and Customer Satisfaction (07:30 – 09:30) • QMS KPIs, feedback, and improvement loops • Customer focus and complaint handling
- Module 10: Internal Audit and Corrective Action (09:45 – 11:15) • Internal audit process per ISO 19011 • Nonconformity and corrective action
- Module 11: Management Review and Continual Improvement (11:30 – 01:00) • Review inputs and outputs • Use of data and trend analysis
- Module 12: Workshop – Developing an Audit Plan (02:00 – 03:30) • Planning and scheduling a QMS audit

Day 4: IRCA Auditor Requirements and Field Practice

- Module 13: IRCA Auditor Competency Model (07:30 – 09:30) • Auditor roles, skills, and professional conduct • IRCA auditor registration pathway
- Module 14: Audit Execution Techniques (09:45 – 11:15) • Audit interviews, observations, and document review • Evidence collection and note-taking
- Module 15: Writing Findings and Audit Reports (11:30 – 01:00) • Nonconformity wording and classification • Reporting style and structure
- Module 16: Workshop – Mock Audit Interviews (02:00 – 03:30) • Role-play with feedback from facilitators

Day 5: Review, Exam Preparation, and Certification

- Module 17: Final Review of ISO 9001 Clauses (07:30 – 09:30) • Quick recap of key clauses and audit focus points
- Module 18: Exam Preparation and Case Study Analysis (09:45 – 11:15) • Sample exam questions and discussion • Exam techniques and time management
- Module 19: IRCA Certification Exam (11:30 – 01:00) • Proctored written examination
- Module 20: Wrap-Up and Certificate Distribution (02:00 – 03:30) • Post-course guidance and IRCA certification path

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Certification

Participants will receive the IRCA-Certified ISO 9001:2015 QMS Certificate, confirming their ability to implement, manage, and audit quality management systems in alignment with global best practices.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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