

BEST PRACTICES OF QUALITY MANAGEMENT SYSTEMS BASED ON ISO-9001-FOUNDATION

"Building a Solid Understanding of ISO 9001:2015 Principles, Requirements, and Implementation Essentials"

Schedule

Date	Venue	Fees (Face-to-Face)
12 - 16 Apr 2026	Manama, Bahrain	USD 3495 per delegate

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

Introduction

Quality Management Systems (QMS) based on ISO 9001:2015 provide a globally recognized framework for improving organizational performance, customer satisfaction, and continuous improvement. Understanding the foundation of ISO 9001 is critical for professionals involved in quality, compliance, and operational excellence.

This foundational course introduces the ISO 9001:2015 standard, its structure, core principles, and implementation requirements. Participants will gain insights into best practices for aligning quality processes with business goals, identifying nonconformities, and preparing for internal and external audits.

Objectives

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

- Understand the structure and key clauses of ISO 9001:2015
- Explain the principles of quality management and process-based thinking
- Identify requirements for documentation, control, and continual improvement
- Interpret and apply the standard within the context of their organization
- Support QMS implementation and compliance initiatives effectively

Why Attend

- Develop foundational knowledge of ISO 9001:2015 QMS
- Learn how to link QMS requirements with your company's processes and goals
- Enhance your ability to participate in audits and quality reviews
- Support your organization in achieving or maintaining ISO 9001 certification
- Strengthen awareness of quality culture and improvement initiatives

Target Audience

This program is designed for:

- Quality professionals and coordinators
- Internal auditors and compliance officers
- Operations and process managers
- HR and administrative personnel supporting quality functions
- Anyone involved in implementing or maintaining a QMS

Individual Benefits

Key competencies that will be developed include:

- Understanding of ISO 9001:2015 structure and terminology
- Ability to align QMS with operational processes
- Knowledge of risk-based thinking and continual improvement
- Preparation for further auditor or implementer certifications
- Contribution to internal quality performance and documentation

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved QMS compliance and audit readiness
- Standardized processes aligned with international best practices
- Enhanced staff understanding of quality roles and responsibilities
- Reduced nonconformities and more effective corrective actions
- Support for organizational excellence and customer satisfaction

Instructional Methodology

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

- Strategy Briefings - ISO 9001:2015 clauses, structure, and interpretation
- Case Studies - Application of QMS in various industries and contexts
- Workshops - Process mapping, documentation reviews, and gap analysis
- Peer Exchange - Discussion of implementation challenges and experiences
- Tools - Templates for QMS manuals, process audits, and nonconformity logs

Course Outline

Training Hours: 7:30 AM - 3:30 PM Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: Introduction to ISO 9001:2015 and Quality Principles

- Module 1: ISO 9001 Overview and Evolution (07:30 - 09:30) • History, purpose, and structure of the standard
- Module 2: Quality Management Principles (09:45 - 11:15) • Customer focus, leadership, evidence-based decision making
- Module 3: The Process Approach in QMS (11:30 - 01:00) • Process identification, sequence, and interactions
- Module 4: Workshop - Mapping Organizational Processes (02:00 - 03:30) • Visualize core processes within your organization

Day 2: Understanding ISO 9001 Requirements (Part I)

- Module 1: Clause 4 - Context of the Organization (07:30 - 09:30) • Internal/external issues, interested parties
- Module 2: Clause 5 - Leadership and Commitment (09:45 - 11:15) • Policy, roles, responsibilities, quality objectives
- Module 3: Clause 6 - Planning for the QMS (11:30 - 01:00) • Risks/opportunities, change management, planning actions
- Module 4: Workshop - Identify Quality Risks and Objectives (02:00 - 03:30) • Link business risks to QMS controls

Day 3: Understanding ISO 9001 Requirements (Part II)

- Module 1: Clause 7 - Support (07:30 - 09:30) • Resources, competence, awareness, communication
- Module 2: Clause 8 - Operation (09:45 - 11:15) • Product and service control, customer requirements
- Module 3: Clause 9 - Performance Evaluation (11:30 - 01:00) • Monitoring, internal audit, management review
- Module 4: Workshop - Develop a QMS Audit Checklist (02:00 - 03:30) • Prepare for internal performance audits

Day 4: Continual Improvement and Documentation

- Module 1: Clause 10 - Improvement (07:30 - 09:30) • Nonconformity, corrective action, continual improvement
- Module 2: QMS Documentation Requirements (09:45 - 11:15) • Documented information, control, revision tracking
- Module 3: Preparing for ISO 9001 Certification (11:30 - 01:00) • Readiness review, gap analysis, certification audit steps
- Module 4: Workshop - Conduct a QMS Readiness Assessment (02:00 - 03:30) • Perform a mini self-assessment for ISO compliance

Day 5: Review, Case Study, and Certification

- Module 1: Case Study - QMS Implementation Scenario (07:30 - 09:30) • Group exercise: apply ISO 9001 to a simulated business
- Module 2: Q&A and Review of Key Clauses (09:45 - 11:15) • Clarify difficult requirements, group feedback
- Module 3: Final Evaluation and Action Planning (11:30 - 01:00) • Personal learning goals, action steps post-training
- Module 4: Wrap-Up and Certification (02:00 - 03:30) • Course closure and certificate distribution

Certification

Participants will receive a Certificate of Completion in Best Practices of Quality Management Systems Based on ISO-9001 - Foundation, confirming their understanding of ISO 9001:2015 principles and readiness to support QMS implementation and compliance efforts.

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