

ISO 9001 QUALITY MANAGEMENT

“Enhancing Organizational Excellence Through Effective Quality Management Systems”

Schedule

Date	Venue	Fees (Face-to-Face)
15 - 17 Sep 2026	Riyadh, KSA	USD 2495 per delegate

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

Introduction

ISO 9001:2015 is the international standard for quality management systems (QMS), providing a framework for organizations to consistently deliver products and services that meet customer expectations. This 3-day intensive training equips participants with the knowledge and skills to implement, maintain, and improve QMS in compliance with ISO 9001 standards.

Participants will explore the principles of quality management, risk-based thinking, process approach, and continual improvement. Through interactive workshops, case studies, and practical exercises, attendees will gain the competence to enhance organizational performance, ensure customer satisfaction, and achieve operational excellence.

Objectives

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

- Understand ISO 9001 requirements and quality management principles
- Develop and implement an effective QMS aligned with organizational goals
- Conduct internal audits and manage non-conformities
- Apply risk-based thinking to quality management processes
- Foster a culture of continuous improvement and customer focus
- Ensure compliance with international quality standards

Why Attend

- Gain practical knowledge to implement ISO 9001 effectively
- Learn strategies for continuous improvement and customer satisfaction
- Enhance organizational efficiency and reduce process variability
- Develop skills for internal auditing and corrective action management
- Network with peers and share quality management best practices

Target Audience

This program is designed for:

- Quality managers and quality assurance professionals
- Internal auditors and compliance officers
- Process improvement specialists
- Production and operations managers
- Consultants supporting QMS implementation

Individual Benefits

Key competencies that will be developed include:

- Understanding ISO 9001 principles and requirements
- Ability to develop, implement, and maintain a QMS
- Skills to conduct internal audits and corrective actions
- Competence in applying risk-based thinking to quality processes
- Enhanced capability to drive continuous improvement initiatives

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved product and service quality
- Enhanced customer satisfaction and loyalty
- Streamlined processes and reduced inefficiencies
- Stronger compliance with international quality standards
- Increased organizational competitiveness and operational excellence

Instructional Methodology

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

- Strategy Briefings - In-depth coverage of ISO 9001 standards and quality management principles
- Case Studies - Real-world examples of successful QMS implementation
- Workshops - Hands-on exercises in process mapping, risk assessment, and corrective action
- Peer Exchange - Group discussions on challenges and lessons learned in quality management
- Tools - Templates for QMS documentation, audit checklists, and process evaluation

MAWA EVENTS

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Course Outline

Detailed 3-Day 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 and Quality Management Principles

Module 1: Overview of ISO 9001:2015 (07:30 – 09:30)

- Introduction to ISO 9001:2015 and its importance
- Quality management principles and concepts
- Benefits of a robust QMS

Module 2: Context of the Organization (09:45 – 11:15)

- Understanding organizational context
- Identifying internal and external factors
- Determining the scope of QMS

Module 3: Leadership and Planning (11:30 – 01:00)

- Leadership responsibilities and commitment
- Quality objectives and strategic planning

Module 4: Risk-Based Thinking (02:00 – 03:30)

- Understanding risks and opportunities
- Applying risk management to QMS processes

Day 2: Implementation of ISO 9001 Requirements

Module 1: Support and Operations (07:30 – 09:30)

- Resource management and competence development
- Communication, documentation, and operational controls

Module 2: Performance Evaluation (09:45 – 11:15)

- Monitoring, measurement, and analysis
- Customer satisfaction and process evaluation

Module 3: Internal Audits and Corrective Actions (11:30 – 01:00)

- Conducting internal audits
- Identifying non-conformities and implementing corrective actions

Module 4: Workshop – Process Mapping and QMS Tools (02:00 – 03:30)

- Hands-on exercises in process documentation and evaluation
- Using audit and risk assessment tools

Day 3: Continual Improvement and Certification Preparation

Module 1: Continual Improvement Strategies (07:30 – 09:30)

- Principles of continual improvement
- Techniques for process optimization

Module 2: Case Studies and Lessons Learned (09:45 – 11:15)

- Real-world examples of QMS success
- Key takeaways for organizational application

Module 3: Practical Assessment and Q&A (11:30 – 01:00)

- Scenario-based exercises
- Addressing participant queries and clarifications

Module 4: Wrap-Up and Action Planning (02:00 – 03:30)

- Developing implementation plans for participants’ organizations
- Course summary and feedback

Certification

Participants will receive a Certificate of Completion in ISO 9001 Quality Management, validating their competence in implementing, managing, and auditing a robust Quality Management System aligned with international standards.

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