Certified ISO 9001 Lead Implementer: Quality Management

9 – 13 August 2027
Kigali (Rwanda)



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Why This Course

In an increasingly competitive business environment, consistent quality is not just an expectation — it's a strategic advantage. Organizations that adopt ISO 9001 Quality Management Systems QMS establish the foundation for operational excellence, customer satisfaction, and continuous improvement.

The Certified ISO 9001 Lead Implementer program is an intensive 1-week course designed to equip professionals with the knowledge and skills to implement, manage, and continually improve a Quality Management System based on ISO 9001 standards. Participants will learn to lead QMS implementation projects, conduct internal audits, and prepare their organizations for successful certification.

What You'll Learn and Practice

By joining this program, you will:

- Understand ISO 9001 principles, structure, and key requirements.
- Develop the competence to plan, implement, and maintain an effective QMS.
- Learn how to perform gap analyses and manage QMS implementation projects.
- Conduct internal audits and prepare for third-party certification.
- Drive continuous improvement through performance evaluation and corrective actions.
- Strengthen leadership and communication skills for managing QMS initiatives.

The Program Flow

Day 1: Introduction to ISO 9001 and QMS Fundamentals

- Overview of ISO 9001 and its role in business excellence.
- Understanding quality management principles and the process approach.
- Defining the scope and context of the organization.
- Leadership, commitment, and stakeholder engagement in QMS.
- Integrating risk-based thinking and continual improvement.
- Workshop: Analyzing organizational context and stakeholder requirements.



Day 2: Planning QMS Implementation

- Conducting gap analysis and implementation planning.
- Developing a quality policy, objectives, and key performance indicators.
- Establishing organizational roles, responsibilities, and authorities.
- Identifying and addressing risks and opportunities within QMS planning.
- Exercise: Creating a QMS project plan and risk register.

Day 3: Implementing QMS Processes

- Managing resources, infrastructure, and workforce competence.
- Controlling documented information and communication processes.
- Operational planning, control, and process documentation.
- Design and development of products and services.
- Supplier management and control of externally provided processes.
- Case Study: Implementing process controls and documentation systems.

Day 4: Performance Evaluation and Improvement

- Monitoring, measurement, analysis, and evaluation techniques.
- Planning and conducting internal audits.
- Performing management reviews for continual improvement.
- Managing nonconformities, corrective actions, and preventive measures.
- Workshop: Conducting a mock internal audit and review session.

Day 5: Certification Preparation and Exam

- Preparing for external third-party certification audits.
- Managing audit findings and maintaining certification readiness.
- Continuous improvement strategies and post-certification actions.
- Review of key implementation tools and best practices.
- Final Assessment: Certification Exam and Case Review Presentation.

Individual Impact

- Gain the competence and confidence to lead ISO 9001 QMS implementation projects.
- Enhance professional credibility as a certified QMS implementer.
- Strengthen auditing, problem-solving, and process optimization skills.
- Develop leadership and communication abilities essential for driving quality initiatives.



Organizational Impact

- Improve quality performance, efficiency, and customer satisfaction.
- Establish a robust, compliant, and continuously improving QMS.
- Reduce risks and nonconformities through proactive quality planning.
- Strengthen readiness for ISO 9001 certification and external audits.

Training Methodology

This program combines theoretical understanding with practical, hands-on application to ensure readiness for real-world implementation. Learning methods include:

- Case studies from ISO-certified organizations.
- Group workshops and guided implementation exercises.
- Internal audit simulations and process improvement sessions.
- Interactive discussions and problem-solving challenges.
- Practical toolkits, templates, and checklists for QMS implementation.

Beyond the Course

Upon successful completion and passing of the certification exam, participants will be recognized as Certified ISO 9001 Lead Implementers — equipped to design, implement, and sustain high-performing Quality Management Systems. Graduates will return ready to:

- Lead organizational ISO 9001 certification initiatives.
- Build a culture of quality and continuous improvement.
- Drive measurable results in efficiency, compliance, and customer satisfaction.
- Serve as trusted advisors and internal auditors within their organizations.

