Quality Assurance & Control: ISO9001 Framework Training

22 – 26 March 2027
Amsterdam (Netherlands)



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Why This Course

In today's competitive business environment, delivering consistent quality is no longer optional—it is essential for customer satisfaction, operational efficiency, and organizational credibility. Implementing a robust Quality Management System QMS aligned with ISO9001 ensures that processes are efficient, risks are managed, and continuous improvement becomes part of the organizational culture.

This intensive 1-week program equips participants with the knowledge, skills, and practical tools to design, implement, and maintain an effective ISO9001-based QMS. By blending theoretical principles with hands-on exercises, the course prepares leaders to drive quality initiatives confidently and sustainably.

What You'll Learn and Practice

By joining this program, you will:

- Understand ISO9001:2015 requirements and principles of quality management.
- Apply a process-based and risk-focused approach to managing quality.
- Develop leadership capabilities for overseeing quality system implementation.
- Learn methods for continuous improvement, monitoring, and performance evaluation.
- Gain practical skills in quality assurance and control techniques.
- Implement strategies to enhance organizational efficiency, compliance, and customer satisfaction.

The Program Flow

Day 1: Introduction to Quality Management and ISO9001

- Core principles and concepts of quality management.
- Structure and requirements of ISO9001:2015.
- Implementing a process-based approach.
- Understanding organizational context and stakeholder expectations.

Day 2: Leadership and Planning in Quality Management

- Leadership roles and responsibilities in quality systems.
- Establishing quality policies and objectives.
- Integrating risk-based thinking into planning and decision-making.
- Managing change within quality management systems.



Day 3: Support and Operational Excellence

- Managing resources and building team competence.
- Effective communication and documentation practices.
- Operational planning, process control, and product/service design.
- Ensuring consistent delivery that meets organizational and customer requirements.

Day 4: Performance Evaluation

- Monitoring, measurement, and data analysis for informed decisions.
- Conducting internal audits and reporting findings effectively.
- Management review processes.
- Measuring customer satisfaction and leveraging feedback for improvement.

Day 5: Improvement and Practical Application

- Handling nonconformities and corrective actions.
- Applying continual improvement methodologies.
- Implementing and sustaining QMS in real organizational contexts.
- Case studies, exercises, and practical applications.

Individual Impact

- Strengthen your confidence in managing and leading quality initiatives.
- Gain the ability to align quality objectives with organizational strategy.
- Improve decision-making through data-driven evaluation and risk assessment.
- Develop practical skills to implement and maintain ISO9001-compliant systems.

Work Impact

- Build a culture of quality and continuous improvement across teams.
- Enhance operational efficiency, process consistency, and customer satisfaction.
- Ensure compliance with international quality standards.
- Drive measurable performance improvements and long-term organizational success.

Training Methodology

The course combines theory, practical exercises, and real-world examples to ensure knowledge is actionable. Methods include:

- Case studies and real-life quality management scenarios.
- Hands-on workshops and group exercises.
- Internal audit simulations and performance evaluation practice.
- Tools, templates, and frameworks for implementing and sustaining QMS.



Beyond the Course

Participants will leave ready to:

- Implement and maintain a robust ISO9001-compliant quality management system.
- Lead quality initiatives confidently within their organizations.
- Foster a culture of continuous improvement and operational excellence.
- Transform quality management challenges into opportunities for organizational growth.

