ISO 9001 Foundation- Quality Management Systems (QMS)

COURSE OVERVIEW

This course offers a comprehensive introduction to the principles, structure, and purpose of quality management systems. It is designed to equip participants with foundational knowledge of how QMS frameworks such as ISO 9001 are used to ensure consistent quality, customer satisfaction, and continuous improvement within organizations. Participants will explore key concepts such as the process approach, risk-based thinking, and the Plan-Do-Check-Act (PDCA) cycle. This course serves as a solid starting point for individuals seeking to understand quality standards, prepare for further QMS training, or support quality initiatives in their workplace.

WHO SHOULD ATTEND?

This course is beneficial for quality coordinators, junior quality officers, administrative staff, auditors-in-training, and anyone involved in supporting or implementing quality initiatives. It is designed for individuals seeking a foundational understanding of quality management systems and their role in achieving organizational excellence. The course is also suitable for professionals from various industries who are new to ISO standards or are preparing to participate in quality audits or QMS implementation projects.

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Understand the purpose, structure, and benefits of a Quality Management System (QMS).
- Explain key quality management principles, including customer focus, leadership, and continual improvement.
- Describe the core elements and requirements of ISO 9001 and other relevant QMS standards.
- Identify the roles and responsibilities involved in implementing and maintaining a QMS.
- Apply the process approach and risk-based thinking in quality management contexts.
- Understand the Plan-Do-Check-Act (PDCA) cycle and its application within a QMS.
- Recognize the importance of documentation, internal audits, and management reviews in achieving QMS effectiveness.
- Prepare for further training in QMS auditing or implementation roles.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand:

- Introduction to principles and structure of Quality Management System (QMS).
- Foundational knowledge of ISO 9001 standards and frameworks.
- How to focus on consistent quality, customer satisfaction, and continuous improvement.
- Exploration of key QMS concepts; process approach, risk-based thinking, and PDCA cycle.
- Suitability for individuals new to quality standards or preparing for further QMS training.
- Implementation of quality initiatives in the workplace.

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.
1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded