LEADERSHIP IN ISO 9001:2015 TRAINING

Course Title: Leadership in ISO 9001:2015 Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training equips top management, managers, and QMS leaders with a full understanding of ISO 9001:2015 leadership responsibilities under Clause 5. Participants will learn how leadership drives the Quality Management System (QMS), ensures alignment with business objectives, promotes risk-based thinking, and supports continual improvement. The program emphasizes practical leadership behaviours, communication strategies, resource planning, and engagement methods that strengthen QMS effectiveness and certification readiness.

OBJECTIVE(S):

- Understand leadership responsibilities under ISO 9001:2015 Clause 5.
- Strengthen the role of top management in driving QMS performance.
- Learn how to align quality objectives with strategic direction.
- Enhance decision-making through risk-based thinking and process performance monitoring.
- Promote employee engagement and communication for quality culture development.
- Ensure adequate provision of resources, roles, responsibilities, and authorities.
- Understand leadership's role in audits, performance evaluation, and continual improvement.

TARGET GROUP(S):

- Senior Managers / HODs
- QMR / Management Representatives
- ISO 9001 steering committee
- Internal auditors
- Supervisors / Team leaders

ENTRY REQUIREMENT(S):

- Able to read, write and communicate verbally in Malay/English
- Basic understanding of QMS principles
- Preferably familiar with ISO 9001:2015

TOPIC(S):

1. Overview of ISO 9001:2015 & Leadership Role
2. Understanding Clause 5 – Leadership & Commitment
3. Strategic Direction and Quality Policy Alignment
4. Establishing & Deploying Quality Objectives
5. Leadership in Risk-Based Thinking
6. Roles, Responsibilities & Authorities
7. Resource Management and Competence Requirements
8. Communication & Engagement Across the Organization
9. Leadership Responsibilities During Audits
10. Driving Performance & Continual Improvement
11. Typical Audit Findings Related to Leadership
12. Case Studies & Leadership Simulation

LIST OF REFERENCE BOOK(S):

- ISO 9001:2015 Quality Management Systems – Requirements

- ISO 9000:2015 Fundamentals & Vocabulary

- ISO 19011:2018 Guidelines for Auditing Management Systems

LIST OF TEACHING AID(S):

- LCD projector

- Computer

- Whiteboard & markers

- Sample quality policy & objectives

- Leadership role-play material

- Case study examples

METHODOLOGY(S):

- Lecture

- Leadership simulation & role-play

- Group discussion

- Case studies

- Real examples from QMS environments

- Management workshop sessions

TRAINING SCHEDULE

Day 1

Time	Activity/Topic
8:30 am – 9:00 am	Registration & Introduction
9:00 am – 10:30 am	Topic 1: Leadership Requirements in ISO 9001:2015
10:30 am – 10:45 am	**Morning Tea Break**
10:45 am – 12:30 pm	Topic 2: Strategic Direction, Quality Policy & Organizational Context
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 3: Setting & Deploying Quality Objectives
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Workshop: Leadership Role in Risk-Based Thinking

TRAINING SCHEDULE

Day 2

Time	Activity/Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:30 am	Topic 4: Roles, Responsibilities & Authorities
10:30 am – 10:45 am	**Morning Tea Break**
10:45 am – 12:30 pm	Topic 5: Leadership in Communication, Engagement & Quality Culture
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 6: Leadership During Audits & Continual Improvement
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Practical Assessment: Leadership Simulation & Action Planning