



ISO 9001:2015 DATA ANALYSIS & EFFECTIVE MANAGEMENT REVIEW TRAINING



MTBM Group Sdn. Bhd. (1600656-M)

Level 8, MCT Tower, Sky Park, One City, Jalan USJ 25/1, 47650 Subang Jaya, Selangor

Course Title: ISO 9001:2015 – Data Analysis & Effective Management Review Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This comprehensive training program provides participants with practical and analytical skills needed to comply with ISO 9001:2015 Clause 9 : Performance Evaluation, focusing specifically on data analysis (Clause 9.1.3) and conducting effective management reviews (Clause 9.3). Participants will learn how to use data-driven methods to evaluate QMS performance, make informed decisions, and drive continual improvement. The course includes hands-on activities using real datasets, KPI design, trend analysis, and development of management review records aligned with certification audit requirements.

OBJECTIVE(S):

- Understand ISO 9001:2015 requirements on performance monitoring, measurement, analysis and evaluation.
- Learn how to design, track, analyse and interpret QMS KPIs.
- Apply effective data analysis tools to identify trends, risks and improvement opportunities.
- Conduct and document an effective Management Review meeting.
- Understand decision-making using evidence-based evaluation.
- Learn to prepare management review inputs, outputs, minutes and actions for audit readiness.
- Strengthen top management's role in continual improvement using data-driven insights.

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TARGET GROUP(S):

- QMR / Management Representative
- Top Management / HODs
- Internal Auditors
- Quality Management personnel
- Data owners / process owners
- Anyone responsible for KPI monitoring and management review documentation

ENTRY REQUIREMENT(S):

- Able to read, write and communicate verbally in Malay/English
- Preferably completed ISO 9001 Awareness / Internal Audit training

TOPIC(S):

1. Overview of ISO 9001:2015 Clause 9 – Performance Evaluation
2. Understanding Monitoring, Measurement, Analysis & Evaluation
3. Data Types & KPI Design for QMS
4. Tools for Data Analysis (Pareto, Trend Charts, Run Chart, Histogram)
5. Interpreting KPI Performance, Risk Indicators, and Process Effectiveness
6. ISO 9001:2015 Management Review Requirements
7. Preparing Inputs for Management Review
8. Conducting the Management Review Meeting
9. Management Review Outputs – Decisions, Actions & Follow-Up
10. Linking Management Review to Continual Improvement
11. Audit Evidence for Clause 9.1 & 9.3
12. Common Audit Nonconformities in Data Analysis & Management Review

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 NC report templates
- Root cause analysis worksheets
- Case study examples

METHODOLOGY(S):

- Lecture
- Group discussion
- Case studies
- Hands-on data analysis workshop
- Management review simulation
- Practical scenario role-play

TRAINING SCHEDULE

Day 1

Time	Activity/Topic
8:30 am – 9:00 am	Registration & Introduction
9:00 am – 10:30 am	Topic 1: Clause 9 Overview – Monitoring, Measurement, Analysis &
10:30 am – 10:45 am	Morning Tea Break
10:45 am – 12:30 pm	Topic 2: Designing Effective KPIs & Data Collection Methods
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 3: Data Analysis Tools (Pareto, Trend, Histogram)
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Workshop: KPI Interpretation & Performance Reporting

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: Management Review Requirements (Clause 9.3)
10:30 am – 10:45 am	Morning Tea Break
10:45 am – 12:30 pm	Topic 5: Preparing Inputs & Conducting the Management Review
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 6: Management Review Outputs & Action Tracking
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Practical Assessment: Management Review Simulation + Documentation