



ISO 9001:2015 AWARENESS 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 Awareness Training

Course Validity: 1 Day

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training program is designed to provide participants with a comprehensive overview of the ISO 9001:2015 Quality Management System (QMS). The course highlights the principles, requirements, and benefits of ISO 9001:2015, ensuring participants understand its role in enhancing quality, efficiency, and customer satisfaction within their organizations.

OBJECTIVE(S):

- Understand the purpose and benefits of ISO 9001:2015.
- Learn the key principles and requirements of the Quality Management System.
- Familiarize with ISO 9001:2015 clauses and their applications.
- Recognize the role of ISO 9001 in achieving organizational goals and continual improvement.

TARGET GROUP(S):

- Managers and supervisors.
- Employees involved in quality management.
- Team leaders and staff responsible for compliance and operational improvement.

ENTRY REQUIREMENT(S):

- Able to read, write, and communicate verbally in Malay/English

TOPIC(S):

1. Introduction to ISO 9001:2015 and Its Benefits.
2. Key Principles of the Quality Management System.
3. Overview of ISO 9001:2015 Clauses and Requirements.
4. The Role of ISO 9001 in Continuous Improvement.
5. Understanding the Certification Process.

LIST OF REFERENCE BOOK(S):

- ISO 9001:2015 Standard.
- Guidelines for Implementing a Quality Management System.

LIST OF TEACHING AID(S):

- LCD projector.
- Computer.
- Whiteboard with accessories.

METHODOLOGY(S):

- Lecture.
- Group discussions.
- Case studies and practical examples.

TRAINING SCHEDULE

Day 1

| Time | Activity/Topic |
|---------------------|---|
| 8:30 am - 9:00 am | Registration and Introduction |
| 9:00 am - 9:45 am | Topic 1: Introduction to ISO 9001:2015 and Its Benefits |
| 9:45 am - 10:30 am | Topic 2: Key Principles of the Quality Management System |
| 10:30 am - 10:45 am | Morning Tea Break |
| 10:45 am - 11:30 am | Topic 3: Overview of ISO 9001:2015 Clauses and Requirements |
| 11:30 am - 12:30 pm | Topic 4: The Role of ISO 9001 in Continuous Improvement |
| 12:30 pm - 1:30 pm | Lunch Break |
| 1:30 pm - 2:30 pm | Topic 5: Understanding the Certification Process |
| 2:30 pm - 3:30 pm | Case Study: Applications of ISO 9001:2015 |
| 3:30 pm - 3:45 pm | Afternoon Tea Break |
| 3:45 pm - 5:00 pm | Practical Assessment and Feedback |