



ISO 9001:2015 ESTABLISHING & CONTROLLING DOCUMENTED INFORMATION 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 Establishing & Controlling Documented Information Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This structured training program provides participants with a complete understanding of ISO 9001:2015 requirements relating to the creation, update, control and retention of documented information. The course covers the full lifecycle of documented information from identification and development to control, distribution, retrieval, storage, retention, disposition and protection. Participants will gain practical knowledge on establishing a robust Documented Information Management System (DIMS) aligned with Clause 7.5 of ISO 9001:2015, ensuring organizational consistency, compliance, and audit readiness

OBJECTIVE(S):

- Understand ISO 9001:2015 Clause 7.5 requirements for documented information.
- Learn how to develop, review, approve, update and control documented information.
- Apply practical methods to manage documents and records in physical and digital environments.
- Learn best practices for numbering systems, revision control, versioning, and distribution.
- Establish effective retention, retrieval, protection and disposition procedures.
- Strengthen organizational compliance and audit readiness for certification and surveillance audits.

TARGET GROUP(S):

- Quality Management personnel
- ISO 9001 internal auditors
- Document controllers / administrative staff
- Process owners & HODs
- Anyone involved in developing or handling organizational documents and records

ENTRY REQUIREMENT(S):

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

TOPIC(S):

1. Overview of ISO 9001:2015 & the Role of Documented Information
2. Understanding Clause 7.5 Requirements
3. Types of Documents & Records in a QMS
4. Establishing Documentation Structure & Numbering System
5. Document Creation, Review, and Approval Process
6. Document Control: Versioning, Revision & Distribution
7. Record Control: Identification, Retrieval, Storage & Retention
8. Digital vs Physical Document Management
9. Control of External Documents
10. Managing Obsolete Documents
11. Audit Requirements for Documented Information
12. Common Non-Conformities & Best Practices

LIST OF REFERENCE BOOK(S):

- ISO 9001:2015 Quality Management Systems Requirements
- ISO 9000:2015 Fundamentals and Vocabulary
- ISO 19011:2018 Guidelines for Auditing Management Systems

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard & markers
- Sample templates (SOP, WI, Forms, Master List)
- Case studies & examples
- Digital file management demo materials

METHODOLOGY(S):

- Lecture
- Group discussion
- Workshop-style hands-on activities
- Templates and scenario application
- Practical document development exercises
- Case study review

TRAINING SCHEDULE

Day 1

Time	Activity/Topic
8:30 am – 9:00 am	Registration & Introduction
9:00 am – 10:30 am	Topic 1: ISO 9001:2015 Overview & Importance of Documented Information
10:30 am – 10:45 am	Morning Tea Break
10:45 am – 12:30 pm	Topic 2: Clause 7.5 : Requirements & Interpretation
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 3: Types of Documents & Records; Hierarchy & Structure
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Workshop: Developing Documented Information Structure (SOP, WI, Form Master List)

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: Document Control : Numbering, Versioning & Review Cycle
10:30 am – 10:45 am	Morning Tea Break
10:45 am – 12:30 pm	Topic 5: Record Control : Storage, Retrieval, Retention & Disposal
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 6: Control of External Documents & Obsolete Documents
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Practical Assessment & Feedback: Create a controlled document & record matrix