

# ISO 9001:2015 Awareness, Competence, and Communication (Preparation Course)

.....



**Energy Milestones Corporation**  
**Advancing Professionals to the next level**

Energy Milestones is proud to be accredited, partner and associated with the following association bodies:



[info@energymilestones.com](mailto:info@energymilestones.com)



[energymilestones.com](http://energymilestones.com)

# ISO 9001 2015 Awareness, Competence, and Communication (Preparation Course)



## Overview

This course helps participants learn the new requirements of ISO 9001:2015 and establish a robust quality management system (QMS).

## Course Objectives

- Interpret the role of communication and awareness in maintaining conformity to ISO 9001:2015 requirements throughout the organisation.
- Assess and enhance employee competence related to quality management roles using ISO 9001:2015 guidelines.
- Develop and implement effective communication strategies that support the QMS and ensure engagement at all organisational levels.
- Identify the benefits of an ISO 9001:2015 QMS
- Explain the key terms, definitions and requirements of the standard
- Grasp the significance of organisational context, leadership and adopting a risk-based approach

## Course Content

- Overview of ISO 9001:2015
- ISO 9001:2015 Principles
- ISO 9001:2015 Requirements
- Benefits of Quality Management Systems
- Quality Management System Quantifiable Criteria
- QMS Documented Information
- ISO 9001:2015 Process Approach
- Steps for Quick QMS Certifications
- QMS Risk Assessment



# ISO 9001 2015 Awareness, Competence, and Communication (Preparation Course)



## Certificate of Attendance

Certificates of Attendance will be issued to participants who attend at least 80% of the course duration.

## Targeted Audience

This course has been designed for management representatives, ISO 9001 QMS Steering Committee members, lead QMS auditors, internal QMS auditors, personnel responsible for updating legal requirements, and those responsible for ISO 9001 conformance.

## Course Methodology

Facilitated by an experienced professional trainer, this training course will be conducted as a highly interactive workshop session. A variety of training methodologies and facilitation techniques will be employed before and during the course, as applicable. These methods are aimed at enhancing individual and group interaction while maximising learning. Some of these methods are:

- Online Pre-post Test
- Colourful Visual Aids
- Gamification
- Self-Assessment Instruments
- Simulations
- Case Studies
- Videos
- Group Exercises & Discussions
- Role plays
- Indoor & Outdoor games

