

ISO 9001:2015 Foundation Course

ONLINE COURSE

21st and 22nd September 2021



ABOUT

ISO 9001 is a process-based quality management standard that provides a framework for any size or type of organisation to ensure that it meets customers' requirements and continuously strives to exceed their expectations.



WHO SHOULD ATTEND?

The course is suitable for anyone who wants to learn about ISO 9001:2015 and who might want to implement it in their organisation. The course is generic and is intended to be applicable to any organisation, regardless of its type or size or the products and services it provides.



WHAT WILL YOU LEARN?

- You will be able to explain the purpose of a quality management system (QMS) and the ISO 9000:2015 series of standards.
- You will know the potential business benefits of a QMS.
- You will understand the structure and content of ISO 9001:2015.
- You will be able to explain specific quality management-related requirements of ISO 9001:2015, including the 'Plan, Do, Check, Act' cycle, the context of the organisation, risk-based thinking and continuous improvement.



DATES

The course will be held over 21st and 22nd September 2021 from 09.00 to 12.30 each day.



COURSE DELIVERY

The course will be delivered online with discussion, case studies, practical sessions and presentations.



CERTIFICATION

Participants will be assessed throughout the programme as they participate in interactive activities and progress through the lessons.

At the end of the course there will be a multiple-choice questionnaire to complete. Participants who successfully complete the course will be awarded a Green Institute Foundation Level ISO 9001:2015 Certificate of Completion.



WHY TRAIN WITH US?

- The course is limited to 12 people.
- Our trainer is a professional consultant, providing expert training and ISO consultancy to a wide range of businesses (construction, pharmaceutical, professional consultancy, IT, environmental, manufacturing and food).
- Our trainer has practical experience in a range of organisations and so understands the practical challenges of implementing and maintaining ISO systems in organisations.
- Our course is delivered virtually but with a live tutor so you can interact, ask questions and get the most out of the training.
- Our small classes will let you interact with other participants and network while you learn.



COST

The fee for the course is €395 plus VAT.

The fee includes all online training plus notes, assignments and case studies. Each participant will also get their own personalised cloud-based account, which gives them access to all of the training materials in one location.



BOOKING

To book a place on the course, please click on this link: <https://buytickets.at/greeninstitute/531483>

QUERIES

If you have any queries about the course, contact the course director, Percy Foster:

T: 0868129260;

E: percy@greeninstitute.ie

Green Institute, Copper Beech House,
66 Delmere, Enfield, Co. Meath, Ireland

www.greeninstitute.ie



COURSE CONTENT

WHAT IS A QUALITY MANAGEMENT SYSTEM?

- Quality management principles
- Benefits of a quality management system
- ISO 9000:2015 series

STRUCTURE AND DEFINITIONS

- Plan, Do, Check, Act framework
- Overview of requirements clause by clause

KEY CONCEPTS OF ISO 9001:2015

- Customer satisfaction
- Leadership
- Process approach
- Risk-based thinking
- Continual improvement

UNDERSTANDING THE CONTEXT OF THE ORGANISATION

- Identifying internal/external issues

RISK-BASED THINKING AND PLANNING ACTION

- Risks and opportunities
- Setting and managing objectives

SUPPORT

- Resources
- Documented information
- Competence

PROCESSES FOR OPERATIONAL CONTROL

MONITORING MEASUREMENT AND CONTINUAL IMPROVEMENT

- Internal audit
- Management review
- Non-conformity and corrective action



ABOUT GREEN INSTITUTE

The Green Institute specialises in education for professionals in the green arena and management systems across all industry sectors.

Its founder, Percy Foster, has been involved in professional education and development in the green arena for over 20 years in Ireland and abroad. He has organised events ranging from an accredited composting course with a third-level college to international conferences and industry training courses, which amount to over 5000 training days.

Our network of associate trainers are committed to providing the highest quality learning experience for all of our learners through blended learning in the classroom, online and in house.

We provide CPD points for all of our learners.

This course is held in partnership with Bambus Solutions Ltd.



ABOUT THE TRAINER

Ruth Robertson is the Managing Director of Bambus Solutions Ltd. She has more than 25 years' active experience of implementing and operating high-quality, environmental and health and safety systems in the waste industry, pharmaceutical sector and manufacturing and in providing consultancy and training to a range of service and manufacturing companies.

Ruth's experience includes working at a senior management level for many years and covers environment, health and safety, quality, business systems and communications. She understands the pressures and requirements of a senior management team and a progressive company environment.

Ruth's qualifications include a First Class Honours Degree in Environmental Health, a Masters in Environmental Engineering and a Diploma in Occupational Health and Safety. Ruth has lectured on health and safety at Dublin Institute of Technology and has been appointed an executive member of the Institution of Occupational Safety and Health (IOSH) Ireland East Committee. Ruth has a QQI (Quality and Qualifications Ireland) Level 6 certification for training delivery and evaluation.

TESTIMONIALS

Bambus Solutions has supported AQS to develop a practical QEHS [quality and environmental health and safety] management system that has seen a measured improvement in our operations, tendering and customer support. Bambus Solutions' training of employees and emphasis on participation in developing and improving the system has helped to further develop our positive QEHS culture amongst our teams.

Rónán Beasley, Technical Director, AQS Environmental

Egis Road and Tunnel Operation Ireland Ltd have used the services of Bambus Solutions to audit our quality, environmental and occupational health & safety management systems, and to provide training to our management on new ISO standards (9001:2015, 14001:2015, 45001:2018). We found Ruth Robertson to be very thorough and professional; her input was very valuable in improving our integrated management system and our staff's understanding of the new ISO requirements.

Guillaume Tourrette, Compliance Manager, Egis Road and Tunnel Operation Ireland Ltd