

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 9001NMM — Quality Management for Non-Metallic Materials

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MTL-NMM-9001NMM • ISO Materials

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AT A GLANCE

REFERENCE	MTL-NMM-9001NMM
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Continuous Improvement Strategies

5 chapters · 30 classes 45 marks

• 1 Understanding Continuous Improvement in Quality Management — 6 classes

› 1.1 Define Continuous Improvement in Quality Management

› 1.2 Identify Key Principles of Continuous Improvement Strategies

› 1.3 Explore Tools and Techniques for Continuous Improvement

› 1.4 Analyze Case Studies of Successful Continuous Improvement

› 1.5 Develop a Continuous Improvement Action Plan

› 1.6 Evaluate the Impact of Continuous Improvement Initiatives

• 2 Identifying Opportunities for Improvement — 6 classes

› 2.1 Analyze Current Processes to Uncover Inefficiencies

› 2.2 Utilize SWOT Analysis to Identify Improvement Areas

› 2.3 Collect and Interpret Customer Feedback for Insights

› 2.4 Implement Root Cause Analysis to Address Issues

› 2.5 Benchmark Against Industry Standards for Best Practices

› 2.6 Develop an Action Plan for Prioritized Improvements

• 3 Implementing Continuous Improvement Initiatives — 6 classes

› 3.1 Identify Key Areas for Continuous Improvement

› 3.2 Assess Current Processes Using Quality Metrics

› 3.3 Develop a Continuous Improvement Action Plan

› 3.4 Engage Stakeholders in Improvement Initiatives

› 3.5 Implement Change and Monitor Progress

› 3.6 Evaluate Outcomes and Foster a Culture of Continuous Improvement

• 4 Monitoring and Measuring Improvement Outcomes — 6 classes

› 4.1 Define Key Performance Indicators for Continuous Improvement

› 4.2 Develop Monitoring Techniques for Improvement Outcomes

› 4.3 Analyze Data Collection Methods for Non-Metallic Materials

› 4.4 Implement Feedback Loops for Continuous Improvement

› 4.5 Evaluate Improvement Outcomes Against Established KPIs

› 4.6 Create Action Plans Based on Measurement Insights

• 5 Driving a Culture of Continuous Improvement — 6 classes

› 5.1 Define Continuous Improvement and its Importance in Quality Management

› 5.2 Identify Key Principles and Frameworks for Continuous Improvement

› 5.3 Analyze Barriers to a Culture of Continuous Improvement

› 5.4 Develop Strategies for Engaging Employees in Continuous Improvement

› 5.5 Implement Metrics to Measure Continuous Improvement Efforts

› 5.6 Create an Action Plan for Sustaining a Culture of Continuous Improvement

• 1 Understanding ISO 9001: NMM and Its Importance — 6 classes

- › 1.1 Define ISO 9001: NMM and Its Core Principles
- › 1.2 Explore the Historical Development of ISO Standards
- › 1.3 Identify Key Benefits of Implementing ISO 9001: NMM
- › 1.4 Analyze the Role of Leadership in ISO Quality Management
- › 1.5 Examine Common Challenges in Adopting ISO 9001: NMM
- › 1.6 Develop an Action Plan for ISO 9001: NMM Implementation

• 2 Key Components of Quality Management Systems for NMM — 6 classes

- › 2.1 Identify Key Principles of Quality Management Systems
- › 2.2 Analyze the Role of Leadership in Quality Management
- › 2.3 Explore the Importance of Customer Focus in NMM
- › 2.4 Assess the Process Approach to Quality Management
- › 2.5 Evaluate Documentation and Record Keeping for ISO Compliance
- › 2.6 Implement Continuous Improvement Strategies in NMM

• 3 Document Control and Record Management in ISO 9001NMM — 6 classes

- › 3.1 Understand the Importance of Document Control in Quality Management
- › 3.2 Identify ISO 9001NMM Requirements for Document Control
- › 3.3 Develop Effective Document Control Procedures
- › 3.4 Implement Best Practices for Record Management
- › 3.5 Evaluate Document Control Systems Using ISO 9001NMM Standards
- › 3.6 Conduct a Mock Audit on Document Control and Record Management

• 4 Risk Management and Continuous Improvement in NMM Quality — 6 classes

- › 4.1 Identify Key Risks in Non-Metallic Materials Quality
- › 4.2 Analyze Risk Impact on Quality Management Systems
- › 4.3 Develop Proactive Strategies for Risk Mitigation
- › 4.4 Implement Risk Management Techniques in Practice
- › 4.5 Measure Effectiveness of Risk Management Approaches
- › 4.6 Foster a Culture of Continuous Improvement in NMM Quality

• 5 Auditing and Certification: Ensuring Compliance with ISO 9001NMM — 6 classes

- › 5.1 Understand the ISO 9001NMM Framework for Quality Management
- › 5.2 Identify Key Principles of ISO 9001NMM Auditing
- › 5.3 Explore the Role of Auditors in Quality Management Systems
- › 5.4 Analyze Common Audit Findings and Non-Conformities
- › 5.5 Develop Action Plans for Addressing Audit Non-Conformities
- › 5.6 Evaluate the Certification Process and Its Importance in Compliance

• 1 Understanding Leadership in Quality Management for Non-Metallic Materials — 6 classes

- › 1.1 Define Key Leadership Concepts in Quality Management
- › 1.2 Identify Roles and Responsibilities in Team Dynamics
- › 1.3 Explore Leadership Styles in the Context of Non-Metallic Materials
- › 1.4 Assess the Impact of Effective Communication on Team Performance
- › 1.5 Analyze Conflict Resolution Strategies for Quality Teams
- › 1.6 Develop a Team Action Plan to Implement Quality Management Principles

• 2 Building Effective Teams in Quality Management Environments — 6 classes

- › 2.1 Identify Key Characteristics of Effective Teams in Quality Management
- › 2.2 Analyze Roles and Responsibilities within Quality Management Teams
- › 2.3 Foster Open Communication Strategies in Team Settings
- › 2.4 Develop Conflict Resolution Techniques for Team Dynamics
- › 2.5 Implement Team Decision-Making Processes for Quality Improvement
- › 2.6 Evaluate Team Performance and Continuous Improvement Practices

• 3 Communication Skills for Leadership and Team Dynamics — 6 classes

- › 3.1 Understand the Importance of Effective Communication in Leadership
- › 3.2 Identify Various Communication Styles and Their Impact on Teams
- › 3.3 Develop Active Listening Skills to Enhance Team Engagement
- › 3.4 Practice Clear and Concise Messaging for Clarity in Leadership
- › 3.5 Explore Non-Verbal Communication and Its Role in Leadership Dynamics
- › 3.6 Apply Communication Techniques in Team Conflict Resolution Scenarios

• 4 Conflict Resolution and Problem-Solving in Teams — 6 classes

- › 4.1 Identify Common Sources of Conflict in Teams
- › 4.2 Analyze Team Dynamics and Their Impact on Conflict
- › 4.3 Explore Effective Communication Strategies for Resolving Conflict
- › 4.4 Apply Problem-Solving Techniques to Real-World Team Conflicts
- › 4.5 Facilitate a Conflict Resolution Role-Playing Activity
- › 4.6 Develop a Personal Action Plan for Team Leadership in Conflict Resolution

• 5 Leading Continuous Improvement in Non-Metallic Materials Quality — 6 classes

- › 5.1 Identify Key Quality Metrics for Non-Metallic Materials
- › 5.2 Analyze Current Quality Management Practices in Your Team
- › 5.3 Develop Strategies for Continuous Improvement in Non-Metallic Quality
- › 5.4 Foster a Culture of Quality Awareness among Team Members
- › 5.5 Implement Feedback Mechanisms to Enhance Team Collaboration
- › 5.6 Measure and Review the Impact of Quality Improvement Initiatives

• 1 Understanding Performance Measurement in Non-Metallic Materials — 6 classes

- › 1.1 Define Key Performance Indicators for Non-Metallic Materials
- › 1.2 Identify Measurement Techniques for Quality Assessment
- › 1.3 Analyze Data Sources for Performance Measurement in Non-Metallic Materials
- › 1.4 Evaluate Performance Metrics and Their Impact on Quality Management
- › 1.5 Implement a Continuous Improvement Framework Based on Performance Data
- › 1.6 Create a Performance Dashboard for Non-Metallic Materials Management

• 2 Key Performance Indicators (KPIs) for Quality Assessment — 6 classes

- › 2.1 Define Key Performance Indicators for Quality Assessment
- › 2.2 Identify Characteristics of Effective KPIs
- › 2.3 Explore Different Types of KPIs in Quality Management
- › 2.4 Analyze Data Sources for KPI Development
- › 2.5 Design KPIs Aligned with Quality Objectives
- › 2.6 Implement and Monitor KPIs for Continuous Improvement

• 3 Methods and Techniques for Data Collection — 6 classes

- › 3.1 Identify Key Data Collection Methods for Performance Measurement
- › 3.2 Analyze Qualitative vs Quantitative Data Collection Techniques
- › 3.3 Evaluate the Effectiveness of Surveys in Data Gathering
- › 3.4 Implement Observation Techniques for Accurate Data Collection
- › 3.5 Utilize Statistical Tools for Data Analysis and Interpretation
- › 3.6 Apply Best Practices for Data Collection in Quality Management

• 4 Analyzing Performance Data for Continuous Improvement — 6 classes

- › 4.1 Identify Key Performance Indicators (KPIs) for Non-Metallic Materials
- › 4.2 Collect and Organize Performance Data Effectively
- › 4.3 Analyze Performance Data Using Statistical Tools
- › 4.4 Interpret Data Findings to Recognize Improvement Areas
- › 4.5 Develop Action Plans Based on Performance Analysis
- › 4.6 Monitor and Review Performance Metrics for Continuous Improvement

• 5 Integrating Performance Measurement into Quality Management Systems — 6 classes

- › 5.1 Define Key Performance Indicators for Quality Management
- › 5.2 Analyze the Role of Metrics in Non-Metallic Material Quality
- › 5.3 Develop a Framework for Integrating Performance Measurement
- › 5.4 Implement Data Collection Techniques for Performance Metrics
- › 5.5 Evaluate Performance Measurement Outcomes in Quality Systems
- › 5.6 Create a Continuous Improvement Plan Based on Performance Data

• 1 Understanding Quality Management Principles in Non-Metallic Materials — 6 classes

- › 1.1 Define Key Quality Management Terms for Non-Metallic Materials
- › 1.2 Explain the Importance of Quality Management Principles in Non-Metallic Materials
- › 1.3 Identify Quality Standards Relevant to Non-Metallic Materials
- › 1.4 Analyze the Role of Leadership in Quality Management
- › 1.5 Apply Continuous Improvement Techniques to Non-Metallic Materials
- › 1.6 Develop a Quality Management Plan for Non-Metallic Materials

• 2 ISO 9001 Standards: Framework for Quality Management — 6 classes

- › 2.1 Understand the ISO 9001 Framework for Quality Management
- › 2.2 Identify Key Principles of Quality Management in ISO 9001
- › 2.3 Explore the Role of Leadership in Quality Management Systems
- › 2.4 Analyze Customer Focus and Its Impact on Quality Management
- › 2.5 Implement Continuous Improvement Practices in Quality Management
- › 2.6 Evaluate Case Studies: Successful ISO 9001 Implementation in Non-Metallic Materials

• 3 Implementing Quality Management Systems in Non-Metallic Manufacturing — 6 classes

- › 3.1 Define Quality Management Systems in Non-Metallic Manufacturing
- › 3.2 Identify Key Components of Quality Management Principles
- › 3.3 Assess Current Quality Management Practices in Your Organization
- › 3.4 Develop a Quality Policy and Objectives for Non-Metallic Products
- › 3.5 Design a Quality Management System Framework for Implementation
- › 3.6 Evaluate and Improve Quality Management Systems through Continuous Feedback

• 4 Monitoring and Measuring Quality in Non-Metallic Products — 6 classes

- › 4.1 Define Key Quality Metrics for Non-Metallic Products
- › 4.2 Identify Tools for Monitoring Non-Metallic Material Quality
- › 4.3 Analyze Data Collection Methods for Quality Measurement
- › 4.4 Evaluate Techniques for Continuous Quality Improvement
- › 4.5 Discuss Regulatory Standards Impacting Quality in Non-Metallics
- › 4.6 Create an Action Plan for Implementing Quality Monitoring Systems

• 5 Continuous Improvement and Leadership in Quality Management — 6 classes

- › 5.1 Define Continuous Improvement and Its Importance in Quality Management
- › 5.2 Explore Leadership Roles in Fostering a Culture of Continuous Improvement
- › 5.3 Identify Tools and Techniques for Driving Continuous Improvement Initiatives
- › 5.4 Analyze Case Studies of Successful Continuous Improvement in Non-Metallic Materials
- › 5.5 Develop a Continuous Improvement Action Plan for Your Organization
- › 5.6 Evaluate the Impact of Leadership on Sustaining Continuous Improvement Efforts

• 1 Foundations of Risk Management in Non-Metallic Materials — 6

classes

- › 1.1 Define Key Concepts of Risk Management in Non-Metallic Materials
- › 1.2 Identify Common Risks Associated with Non-Metallic Materials
- › 1.3 Analyze the Impact of Risks on Quality Management Systems
- › 1.4 Assess Risk Probability and Consequences in Real-world Scenarios
- › 1.5 Develop Risk Mitigation Strategies for Non-Metallic Materials
- › 1.6 Implement a Risk Management Framework in Quality Practices

• 2 Identifying Risks in Non-Metallic Material Processes — 6 classes

- › 2.1 Define Key Terms Related to Non-Metallic Material Risks
- › 2.2 Identify Common Risks in Non-Metallic Material Production
- › 2.3 Analyze the Impact of Risks on Quality Management
- › 2.4 Employ Risk Assessment Tools for Non-Metallic Materials
- › 2.5 Develop Strategies to Mitigate Identified Risks
- › 2.6 Create an Action Plan for Risk Management in Your Organization

• 3 Assessing and Prioritizing Risks in Quality Management — 6

classes

- › 3.1 Identify Key Risks in Quality Management
- › 3.2 Analyze Risk Impact and Probability
- › 3.3 Evaluate Risk Significance Using Qualitative Methods
- › 3.4 Prioritize Risks Based on Assessment Findings
- › 3.5 Develop Risk Mitigation Strategies for High-Priority Risks
- › 3.6 Create a Risk Management Action Plan for Continuous Improvement

• 4 Developing Risk Mitigation Strategies for Non-Metallic Materials

— 6 classes

- › 4.1 Identify Risks Associated with Non-Metallic Materials
- › 4.2 Analyze Risk Impact on Quality Management Systems
- › 4.3 Assess Probability and Severity of Risks in Non-Metallic Applications
- › 4.4 Develop Mitigation Strategies for Identified Risks
- › 4.5 Implement Risk Mitigation Plans in Quality Processes
- › 4.6 Evaluate Effectiveness of Risk Mitigation Strategies

• 5 Monitoring and Reviewing Risk Management Practices — 6 classes

- › 5.1 Identify Key Risk Indicators in Quality Management
- › 5.2 Evaluate Current Risk Management Practices
- › 5.3 Develop a Risk Monitoring Framework
- › 5.4 Analyze Data from Risk Assessments
- › 5.5 Review Impact of Risk Management Strategies
- › 5.6 Implement Continuous Improvement in Risk Management