

# LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

## ISO 9001 — Quality Management Systems

*ISO Certification Programme*



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### LAPT — London Academy of Professional Training

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**Reference** MGT-MGS-9001 • ISO Management & Services

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AT A GLANCE

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

CURRICULUM

1

Case Studies in Quality Management

5 chapters · 30 classes 45 marks

• 1 Understanding Quality Management Principles in ISO 9001 — 6 classes

› 1.1 Identify Key Quality Management Principles in ISO 9001

› 1.2 Analyze the Role of Leadership in Quality Management Systems

› 1.3 Explore Customer Focus as a Core Principle of ISO 9001

› 1.4 Assess the Importance of Continuous Improvement in Quality Management

› 1.5 Apply Quality Management Principles to Real-World Case Studies

› 1.6 Develop an Action Plan for Implementing Quality Management Principles

• 2 Analyzing Successful ISO 9001 Implementation Case Studies — 6 classes

› 2.1 Identify Key Factors in Successful ISO 9001 Implementations

› 2.2 Compare Different Approaches to ISO 9001 Implementation

› 2.3 Assess the Role of Leadership in ISO 9001 Success Stories

› 2.4 Analyze the Impact of Training on Quality Management Outcomes

› 2.5 Evaluate the Long-Term Benefits of ISO 9001 Certification

› 2.6 Develop Action Plans Based on Case Study Insights

• 3 Identifying Common Challenges in Quality Management Systems — 6 classes

› 3.1 Analyze Common Obstacles in Quality Management Systems

› 3.2 Evaluate Internal Communication Issues Impacting Quality

› 3.3 Identify Staff Training Gaps Affecting Quality Assurance

› 3.4 Assess Supplier Relationship Challenges in Quality Management

› 3.5 Develop Strategies to Overcome Resistance to Quality Practices

› 3.6 Formulate Action Plans to Address Identified Challenges

• 4 Measuring Success: Key Performance Indicators in Quality Management — 6 classes

› 4.1 Define Key Performance Indicators in Quality Management

› 4.2 Identify the Components of Effective KPIs

› 4.3 Examine Real-World Case Studies of KPI Implementation

› 4.4 Analyze the Impact of KPIs on Quality Management Success

› 4.5 Develop a KPI Framework for Your Organization

› 4.6 Present and critique KPI Plans in Peer Review Sessions

• 5 Lessons Learned: Continuous Improvement through Case Studies — 6 classes

› 5.1 Identify Key Principles of Continuous Improvement in Quality Management

› 5.2 Analyze Real-World Case Studies Highlighting Quality Management Success

› 5.3 Evaluate the Impact of Leadership in Quality Improvement Initiatives

› 5.4 Apply Root Cause Analysis Techniques Using Case Studies

› 5.5 Develop Action Plans Based on Lessons Learned from Case Studies

› 5.6 Present Findings and Recommendations for Continuous Improvement Strategies

**• 1 Foundations of ISO 9001 — Understanding Quality Management**

— 6 classes

- › 1.1 Define Quality Management and Its Importance in ISO 9001
- › 1.2 Identify Key Principles of ISO 9001 Quality Management Systems
- › 1.3 Explore the Structure of ISO 9001 Standards
- › 1.4 Assess the Role of Leadership in Implementing ISO 9001
- › 1.5 Analyze the Process Approach in Quality Management
- › 1.6 Apply ISO 9001 Principles to Real-World Scenarios

**• 2 Core Principles of ISO 9001 — The Seven Quality Management Principles** — 6 classes

- › 2.1 Understand the Importance of Customer Focus in ISO 9001
- › 2.2 Explore the Role of Leadership in Quality Management Systems
- › 2.3 Identify the Significance of Engagement of People in Quality Practices
- › 2.4 Analyze the Need for a Process Approach in Quality Management
- › 2.5 Examine the Benefits of a Systematic Approach to Management
- › 2.6 Apply the Principles of Continuous Improvement in Quality Management

**• 3 ISO 9001 Standard Structure — Navigating the Requirements** — 6 classes

- › 3.1 Understand the ISO 9001 Standard Structure
- › 3.2 Identify Key Clauses in ISO 9001
- › 3.3 Explore the Context of the Organization in ISO 9001
- › 3.4 Assess Leadership Responsibilities in Quality Management
- › 3.5 Analyze Risk-Based Thinking in ISO 9001
- › 3.6 Implement Continuous Improvement Strategies Aligned with ISO 9001

**• 4 Implementing ISO 9001 — Strategies for Success** — 6 classes

- › 4.1 Assessing Current Quality Practices for ISO 9001 Readiness
- › 4.2 Defining Quality Objectives Aligned with ISO 9001 Standards
- › 4.3 Engaging Leadership to Drive ISO 9001 Implementation
- › 4.4 Developing a Comprehensive ISO 9001 Implementation Plan
- › 4.5 Training Teams on ISO 9001 Principles and Best Practices
- › 4.6 Monitoring and Evaluating ISO 9001 Implementation Success

**• 5 Continuous Improvement in ISO 9001 — Monitoring and Measuring Success** — 6 classes

- › 5.1 Define Continuous Improvement in the Context of ISO 9001
- › 5.2 Identify Key Performance Indicators for Measuring Success
- › 5.3 Explore Tools and Techniques for Monitoring Performance
- › 5.4 Analyze Data for Continuous Improvement Opportunities
- › 5.5 Implement Corrective Actions Based on Performance Analysis
- › 5.6 Develop a Continuous Improvement Action Plan

**• 1 Understanding Leadership in Quality Management Systems** — 6 classes

- › 1.1 Define Leadership Roles in Quality Management
- › 1.2 Explore Key Leadership Qualities for Quality Management
- › 1.3 Identify Stakeholder Engagement Strategies in Quality Systems
- › 1.4 Analyze Effective Communication Techniques for Leaders
- › 1.5 Assess the Impact of Leadership on Quality Culture
- › 1.6 Develop a Personal Leadership Action Plan for Quality Improvement

**• 2 Role of Leadership in Developing Quality Objectives** — 6 classes

- › 2.1 Define Leadership's Impact on Quality Objectives
- › 2.2 Identify Key Leadership Traits for Quality Management
- › 2.3 Analyze Real-World Examples of Leadership in Quality Systems
- › 2.4 Develop Strategies for Leaders to Set Quality Objectives
- › 2.5 Engage Teams in the Quality Objective Development Process
- › 2.6 Evaluate the Success of Leadership in Achieving Quality Goals

**• 3 Building a Quality Culture Through Leadership** — 6 classes

- › 3.1 Define the Principles of a Quality Culture
- › 3.2 Identify Key Leadership Behaviors That Foster Quality
- › 3.3 Analyze Case Studies of Successful Quality Leadership
- › 3.4 Develop Strategies for Communicating Quality Vision
- › 3.5 Implement Feedback Mechanisms to Enhance Quality Culture
- › 3.6 Evaluate the Impact of Leadership on Quality Outcomes

**• 4 Leadership Skills for Effective Quality Management** — 6 classes

- › 4.1 Identify Key Leadership Attributes for Quality Management
- › 4.2 Develop Communication Skills to Promote Quality Initiatives
- › 4.3 Foster Team Collaboration for Quality Improvement Projects
- › 4.4 Analyze Decision-Making Techniques in Quality Management
- › 4.5 Implement Problem-Solving Strategies in Quality Leadership
- › 4.6 Evaluate Leadership Impact on Quality Culture Within an Organization

**• 5 Measuring Leadership Impact on Quality Performance** — 6 classes

- › 5.1 Analyze Leadership Roles in Quality Management
- › 5.2 Evaluate Key Performance Indicators for Quality Leadership
- › 5.3 Assess the Relationship Between Leadership Styles and Quality Outcomes
- › 5.4 Identify Tools for Measuring Leadership Effectiveness in Quality Systems
- › 5.5 Develop Action Plans to Enhance Leadership Impact on Quality Performance
- › 5.6 Implement Feedback Mechanisms to Monitor Leadership Influence on Quality

### • 1 Introduction to Quality Auditing Principles — 6 classes

- › 1.1 Define Key Concepts of Quality Auditing
- › 1.2 Explore the Importance of ISO 9001 in Quality Management
- › 1.3 Identify Roles and Responsibilities in Quality Audits
- › 1.4 Describe the Audit Process and Its Stages
- › 1.5 Analyze Compliance Standards in Quality Management Systems
- › 1.6 Apply Quality Auditing Principles through Case Studies

### • 2 ISO 9001 Standards and Requirements for Auditors — 6 classes

- › 2.1 Understand ISO 9001 Standards and Their Importance
- › 2.2 Identify Key Requirements for Quality Auditors
- › 2.3 Analyze the Role of Leadership in Quality Management Systems
- › 2.4 Evaluate Compliance Strategies for ISO 9001 Standards
- › 2.5 Implement Best Practices for Effective Quality Auditing
- › 2.6 Develop an Action Plan for Continuous Improvement in Auditing

### • 3 Planning and Preparing for Quality Audits — 6 classes

- › 3.1 Identify the Objectives of a Quality Audit
- › 3.2 Define the Scope and Criteria for Audits
- › 3.3 Develop an Effective Audit Plan
- › 3.4 Select and Train Audit Team Members
- › 3.5 Prepare Necessary Documentation and Resources
- › 3.6 Communicate Audit Plans to Stakeholders

### • 4 Conducting Effective Quality Audits — 6 classes

- › 4.1 Understand the Principles of Quality Auditing
- › 4.2 Identify Key Quality Management Standards
- › 4.3 Prepare for a Quality Audit Process
- › 4.4 Execute an Effective Quality Audit
- › 4.5 Analyze Audit Findings and Non-Conformities
- › 4.6 Implement Continuous Improvement Post-Audit

### • 5 Reporting and Follow-up in Quality Auditing — 6 classes

- › 5.1 Identify Key Reporting Elements in Quality Audits
- › 5.2 Analyze Audit Findings and Non-Conformities
- › 5.3 Develop Effective Audit Reports for Stakeholder Communication
- › 5.4 Utilize Corrective Action Plans for Quality Improvement
- › 5.5 Implement Follow-up Procedures to Ensure Compliance
- › 5.6 Evaluate the Impact of Audit Outcomes on Quality Management

### • 1 Understanding Quality Management Principles — 6 classes

- › 1.1 Define Key Quality Management Concepts
- › 1.2 Identify Benefits of Quality Management Systems
- › 1.3 Explore the ISO 9001 Framework
- › 1.4 Analyze Quality Management Principles in Practice
- › 1.5 Implement Continuous Improvement Strategies
- › 1.6 Evaluate Real-World Case Studies of Quality Success

### • 2 Documenting the Quality Management System — 6 classes

- › 2.1 Define the Components of a Quality Management System
- › 2.2 Identify Key Documentation Required for ISO 9001 Compliance
- › 2.3 Explore Methods for Organizing Quality Documents Effectively
- › 2.4 Develop Procedures for Document Control and Versioning
- › 2.5 Implement Strategies for Training Staff on Quality Documentation
- › 2.6 Evaluate the Effectiveness of Quality System Documentation

### • 3 Establishing Quality Objectives and Metrics — 6 classes

- › 3.1 Define Quality Objectives Using SMART Criteria
- › 3.2 Identify Key Performance Indicators (KPIs) for Quality
- › 3.3 Align Quality Objectives with Organisational Goals
- › 3.4 Develop Metrics for Continuous Quality Improvement
- › 3.5 Establish a Feedback Loop for Quality Metrics Review
- › 3.6 Create an Action Plan to Implement Quality Objectives

### • 4 Implementing Continuous Improvement Initiatives — 6 classes

- › 4.1 Identify Areas for Improvement in Quality Management Systems
- › 4.2 Analyze Data to Assess Current Quality Performance
- › 4.3 Develop Key Performance Indicators for Continuous Improvement
- › 4.4 Engage Stakeholders in Quality Improvement Initiatives
- › 4.5 Implement and Monitor Quality Improvement Strategies
- › 4.6 Review and Adjust Improvement Initiatives for Sustained Quality Enhancement

### • 5 Leadership and Employee Engagement in Quality Management — 6 classes

- › 5.1 Understand the Role of Leadership in Quality Management
- › 5.2 Identify Key Characteristics of Effective Quality Leaders
- › 5.3 Explore the Importance of Employee Engagement in Quality Processes
- › 5.4 Assess Strategies for Fostering Employee Involvement in Quality Improvement
- › 5.5 Develop a Leadership Action Plan for Enhancing Quality Culture
- › 5.6 Measure the Impact of Leadership on Quality Engagement Outcomes

**• 1 Understanding Quality Management Principles and ISO 9001**

Framework — 6 classes

- › 1.1 Define Key Quality Management Principles
- › 1.2 Explore the ISO 9001 Framework Overview
- › 1.3 Analyze the Benefits of Implementing ISO 9001
- › 1.4 Identify the Roles and Responsibilities in Quality Management
- › 1.5 Assess the Importance of Continuous Improvement in Quality Management
- › 1.6 Develop a Basic Implementation Plan for ISO 9001

**• 2 Leadership and Commitment in Quality Management Systems** — 6

classes

- › 2.1 Define Leadership Principles in Quality Management
- › 2.2 Analyze the Role of Leadership in ISO 9001 Compliance
- › 2.3 Identify Key Responsibilities of Leadership in QMS
- › 2.4 Evaluate Leadership Commitment to Quality Objectives
- › 2.5 Develop Strategies for Effective Quality Leadership Engagement
- › 2.6 Implement a Leadership Framework for Continuous Quality Improvement

**• 3 Strategic Planning for Quality Objectives and Outcomes** — 6

classes

- › 3.1 Define Quality Objectives in Strategic Planning
- › 3.2 Analyze Stakeholder Needs for Quality Outcomes
- › 3.3 Develop SMART Goals for Quality Management
- › 3.4 Align Quality Objectives with Organizational Strategy
- › 3.5 Assess Performance Indicators for Quality Measurement
- › 3.6 Implement Action Plans for Achieving Quality Outcomes

**• 4 Risk Management in Quality Management Systems** — 6 classes

- › 4.1 Identify Key Risks in Quality Management Systems
- › 4.2 Analyze the Impact of Risks on Quality Objectives
- › 4.3 Evaluate Risk Assessment Techniques for Quality Management
- › 4.4 Develop Risk Mitigation Strategies for Quality Improvement
- › 4.5 Implement Monitoring Processes for Risk Management Effectiveness
- › 4.6 Integrate Risk Management into Strategic Quality Planning

**• 5 Continuous Improvement and Sustaining Quality Initiatives** — 6 classes

- › 5.1 Identify Key Principles of Continuous Improvement
- › 5.2 Analyze the Role of Leadership in Sustaining Quality
- › 5.3 Explore Tools and Techniques for Quality Improvement
- › 5.4 Develop a Continuous Improvement Plan for Your Organization
- › 5.5 Evaluate Metrics for Measuring Quality Initiatives
- › 5.6 Implement a Feedback Loop to Enhance Quality Sustainability