

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 9001DMS — Quality Management for Consumer Safety Products

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference SSR-DMS-9001DMS • ISO Security Safety & Risk

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AT A GLANCE

REFERENCE	SSR-DMS-9001DMS
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 Techniques

5 chapters · 30 classes 45 marks

• 1 Understanding Continuous Improvement Concepts in Domestic Safety — 6 classes

› 1.1 Define Continuous Improvement in Domestic Safety Context

› 1.2 Identify Key Principles of Continuous Improvement

› 1.3 Explore Tools for Measuring Improvement in Safety Products

› 1.4 Analyze Case Studies of Continuous Improvement Successes

› 1.5 Develop a Continuous Improvement Action Plan for Safety Products

› 1.6 Implement Feedback Mechanisms for Ongoing Improvement

• 2 Tools and Techniques for Identifying Improvement Opportunities — 6 classes

› 2.1 Assess Current Processes Using SWOT Analysis

› 2.2 Utilize Root Cause Analysis to Uncover Issues

› 2.3 Employ the 5 Whys Technique for Deeper Insights

› 2.4 Map Value Streams to Identify Waste and Inefficiencies

› 2.5 Leverage Customer Feedback to Pinpoint Improvement Areas

› 2.6 Develop an Action Plan for Continuous Improvement Initiatives

• 3 Implementing Kaizen for Ongoing Quality Enhancements — 6 classes

› 3.1 Understand the Principles of Kaizen for Quality Management

› 3.2 Identify Key Areas for Improvement Using Kaizen Techniques

› 3.3 Engage Teams in Kaizen Initiatives for Consumer Safety Enhancements

› 3.4 Develop Action Plans for Implementing Kaizen Strategies

› 3.5 Measure the Impact of Kaizen on Quality Outcomes

› 3.6 Sustain Continuous Improvement Through Ongoing Kaizen Practices

• 4 Measuring and Evaluating Improvement Outcomes — 6 classes

› 4.1 Identify Key Performance Indicators for Improvement

› 4.2 Collect and Analyze Data on Improvement Outcomes

› 4.3 Compare Current Performance Against Targets

› 4.4 Conduct Root Cause Analysis for Underperformance

› 4.5 Develop Action Plans Based on Evaluation Results

› 4.6 Present Improvement Findings to Stakeholders Effectively

• 5 Sustaining Continuous Improvement in Quality Management Systems — 6 classes

› 5.1 Identify Key Components of Sustaining Continuous Improvement

› 5.2 Analyze the Role of Leadership in Quality Management Systems

› 5.3 Implement Effective Communication Strategies for Improvement

› 5.4 Evaluate Continuous Improvement Metrics and KPIs

› 5.5 Develop an Action Plan for Sustainable Quality Practices

› 5.6 Facilitate Team Engagement in Quality Management Initiatives

• 1 Understanding ISO 9001: Foundations of Quality Management Systems — 6 classes

- › 1.1 Define ISO 9001 and Its Purpose in Quality Management
- › 1.2 Identify Key Principles of Quality Management Systems
- › 1.3 Explain the Structure of ISO 9001 Standards
- › 1.4 Discuss the Benefits of Implementing ISO 9001
- › 1.5 Analyze the Role of Leadership in ISO 9001 Compliance
- › 1.6 Create a Simple Action Plan for ISO 9001 Implementation

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

- › 2.1 Identify Key Components of Document Control in ISO 9001
- › 2.2 Analyze the Importance of Document Management for Compliance
- › 2.3 Examine Procedures for Creating and Reviewing Documents
- › 2.4 Explore Techniques for Version Control and Document Distribution
- › 2.5 Implement Record Management Practices for Effective Retrieval
- › 2.6 Assess the Role of Continuous Improvement in Document Control

• 3 Risk Assessment and Management in Quality Systems — 6 classes

- › 3.1 Identify Risk Factors in Consumer Safety Products
- › 3.2 Analyze Impact of Risks on Quality Management Systems
- › 3.3 Evaluate Existing Risk Management Practices
- › 3.4 Develop a Risk Assessment Matrix for Quality Systems
- › 3.5 Implement Strategies for Mitigating Identified Risks
- › 3.6 Monitor and Review Risk Management Effectiveness

• 4 Internal Audits and Continuous Improvement Strategies — 6 classes

- › 4.1 Understand the Purpose of Internal Audits in ISO 9001
- › 4.2 Identify Key Components of Effective Internal Audits
- › 4.3 Develop an Internal Audit Checklist for Consumer Safety Products
- › 4.4 Execute a Mock Internal Audit and Review Findings
- › 4.5 Explore Continuous Improvement Strategies Post-Audit
- › 4.6 Create an Action Plan for Implementing Audit Recommendations

• 5 Leadership and Commitment to Quality Culture — 6 classes

- › 5.1 Define Leadership's Role in Quality Management
- › 5.2 Identify Key Components of a Quality Culture
- › 5.3 Assess Current Commitment to Quality Practices
- › 5.4 Develop Strategies to Enhance Quality Leadership
- › 5.5 Foster Employee Engagement in Quality Initiatives
- › 5.6 Implement a Continuous Improvement Framework

• 1 Understanding Quality Management Principles in Leadership — 6 classes

- › 1.1 Define Key Quality Management Principles in Leadership
- › 1.2 Explore the Role of Leadership in Quality Assurance
- › 1.3 Analyze the Impact of Leadership Styles on Quality Management
- › 1.4 Identify Best Practices for Leading Quality Improvement Initiatives
- › 1.5 Develop a Quality Management Vision for Your Team
- › 1.6 Implement Strategies for Fostering a Quality Culture in Leadership

• 2 Creating a Quality Culture: Engaging Teams for Safety — 6 classes

- › 2.1 Define and Understand Quality Culture in Organizations
- › 2.2 Identify Key Components of Team Engagement for Safety
- › 2.3 Develop Strategies for Leaders to Foster a Quality Mindset
- › 2.4 Implement Effective Communication Techniques to Promote Safety
- › 2.5 Design Collaborative Activities that Enhance Team Commitment
- › 2.6 Evaluate the Impact of a Quality Culture on Consumer Safety

• 3 Risk Management Strategies in Quality Assurance — 6 classes

- › 3.1 Identify Key Risks in Quality Management for Consumer Products
- › 3.2 Analyze the Impact of Risks on Consumer Safety Outcomes
- › 3.3 Develop Risk Assessment Frameworks for Quality Assurance
- › 3.4 Implement Effective Risk Mitigation Strategies
- › 3.5 Monitor and Review Risk Management Processes in Practice
- › 3.6 Evaluate the Effectiveness of Risk Management Strategies

• 4 Performance Measurement and Continuous Improvement — 6 classes

- › 4.1 Define Key Performance Indicators for Quality Management
- › 4.2 Analyze Current Performance Metrics in Consumer Safety Products
- › 4.3 Implement Tools for Collecting Performance Data
- › 4.4 Evaluate Performance Data to Identify Improvement Areas
- › 4.5 Develop a Continuous Improvement Action Plan
- › 4.6 Communicate Performance Outcomes and Improvement Strategies

• 5 Leading Change in Quality Management Systems — 6 classes

- › 5.1 Identify Key Drivers of Change in Quality Management Systems
- › 5.2 Analyze Stakeholder Resistance to Change in Quality Initiatives
- › 5.3 Develop a Vision for Quality Management Transformation
- › 5.4 Create a Step-by-Step Change Implementation Plan
- › 5.5 Communicate Change Effectively to Stakeholders
- › 5.6 Evaluate the Impact of Change on Quality Management Performance

• 1 Understanding Performance Measurement Fundamentals — 6 classes

- › 1.1 Define Key Concepts in Performance Measurement
- › 1.2 Identify Performance Metrics Relevant to Consumer Safety Products
- › 1.3 Explore the Role of Data Collection in Performance Measurement
- › 1.4 Analyze Different Approaches to Performance Analysis
- › 1.5 Examine Case Studies of Effective Performance Measurement
- › 1.6 Apply Performance Measurement Tools to Real-World Scenarios

• 2 Developing Key Performance Indicators (KPIs) for Safety Products — 6 classes

- › 2.1 Define Key Performance Indicators for Safety Products
- › 2.2 Identify Essential Safety Metrics for Consumer Products
- › 2.3 Establish Baselines for Measuring Safety Performance
- › 2.4 Create SMART Criteria for Effective KPIs
- › 2.5 Develop a KPI Dashboard for Visual Performance Tracking
- › 2.6 Analyze KPI Results to Enhance Product Safety Strategies

• 3 Data Collection Methods for Performance Analysis — 6 classes

- › 3.1 Identify Key Data Collection Types for Performance Analysis
- › 3.2 Evaluate Quantitative Data Collection Techniques
- › 3.3 Explore Qualitative Data Collection Methods
- › 3.4 Compare Primary and Secondary Data Sources
- › 3.5 Implement Best Practices for Data Collection
- › 3.6 Analyze Collected Data to Inform Performance Decisions

• 4 Interpreting Performance Data and Reporting Results — 6 classes

- › 4.1 Identify Key Performance Indicators for Consumer Safety Products
- › 4.2 Collect and Organize Performance Data Effectively
- › 4.3 Analyze Performance Trends and Identify Areas for Improvement
- › 4.4 Interpret Statistical Results to Inform Quality Management Decisions
- › 4.5 Develop Clear and Concise Performance Reports
- › 4.6 Present Performance Findings to Stakeholders and Gather Feedback

• 5 Implementing Corrective Actions Based on Performance Insights — 6 classes

- › 5.1 Analyze Performance Data to Identify Issues
- › 5.2 Determine Root Causes of Performance Gaps
- › 5.3 Develop SMART Corrective Action Plans
- › 5.4 Implement Corrective Actions Effectively
- › 5.5 Monitor and Measure Outcomes of Corrections
- › 5.6 Review and Refine Performance Improvement Processes

• 1 Understanding Quality Management Principles and Frameworks — 6 classes

- › 1.1 Define Quality Management Principles for Consumer Safety
- › 1.2 Explore Key Quality Management Frameworks
- › 1.3 Evaluate the Importance of Consumer Safety in Quality Management
- › 1.4 Identify the Roles of Leadership in Quality Management
- › 1.5 Analyze Case Studies on Quality Management Implementation
- › 1.6 Develop an Action Plan for Quality Management in Your Organisation

• 2 Implementing a Quality Management System (QMS) — 6 classes

- › 2.1 Identify Key Components of a Quality Management System
- › 2.2 Analyze the Benefits of Implementing a QMS for Consumer Safety
- › 2.3 Define the Role of Leadership in Quality Management
- › 2.4 Develop a QMS Implementation Plan for Consumer Safety Products
- › 2.5 Evaluate Risk Management Strategies within QMS Context
- › 2.6 Create a Continuous Improvement Framework for QMS

• 3 Auditing and Monitoring Quality Processes — 6 classes

- › 3.1 Identify Key Auditing Objectives in Quality Management
- › 3.2 Understand the Fundamentals of Quality Auditing Techniques
- › 3.3 Develop Effective Audit Checklists for Quality Processes
- › 3.4 Evaluate Quality Metrics and Their Impact on Consumer Safety
- › 3.5 Analyze Audit Findings to Improve Quality Management Systems
- › 3.6 Implement Continuous Monitoring Strategies for Quality Assurance

• 4 Risk Management in Quality Management — 6 classes

- › 4.1 Identify Risk Factors in Consumer Safety Products
- › 4.2 Analyze the Impact of Risks on Quality Management
- › 4.3 Evaluate Risk Assessment Techniques for Quality Control
- › 4.4 Discuss the Role of Leadership in Risk Management
- › 4.5 Develop a Risk Mitigation Plan for Quality Improvement
- › 4.6 Apply Risk Management Strategies in Quality Audits

• 5 Continuous Improvement and Quality Performance Metrics — 6 classes

- › 5.1 Identify Key Concepts of Continuous Improvement
- › 5.2 Explore the Principles of Quality Performance Metrics
- › 5.3 Analyze the Relationship Between Continuous Improvement and Consumer Safety
- › 5.4 Implement Tools for Measuring Quality Performance
- › 5.5 Develop a Continuous Improvement Action Plan
- › 5.6 Evaluate the Impact of Continuous Improvement on Quality Management

• 1 Foundations of Risk Management in Consumer Safety — 6 classes

- › 1.1 Define Key Concepts of Risk Management
- › 1.2 Identify Types of Risks in Consumer Safety Products
- › 1.3 Analyze Risk Assessment Methodologies
- › 1.4 Evaluate the Importance of Stakeholder Involvement
- › 1.5 Develop a Risk Management Plan Framework
- › 1.6 Implement Risk Control Measures in Practice

• 2 Identifying and Assessing Risks in Domestic Settings — 6 classes

- › 2.1 Define Risk: Understanding the Concept of Risks in Domestic Settings
- › 2.2 Identify Common Domestic Risks: Categories and Examples
- › 2.3 Assessing Impact: Evaluating the Consequences of Domestic Risks
- › 2.4 Probability Analysis: Estimating Likelihood of Risks Occurring
- › 2.5 Risk Prioritization: Ranking Risks in Domestic Environments
- › 2.6 Developing Mitigation Strategies: Creating Plans for Risk Reduction

• 3 Strategies for Mitigating Risks in Consumer Products — 6 classes

- › 3.1 Identify Key Risks in Consumer Products
- › 3.2 Analyze Risk Impact on Consumer Safety
- › 3.3 Develop Effective Risk Mitigation Strategies
- › 3.4 Implement Risk Control Measures
- › 3.5 Monitor and Review Risk Management Processes
- › 3.6 Evaluate the Effectiveness of Risk Mitigation Efforts

• 4 Implementing Risk Management Frameworks — 6 classes

- › 4.1 Define Key Concepts of Risk Management Frameworks
- › 4.2 Identify Components of Effective Risk Management Strategies
- › 4.3 Assess Organizational Risks Using Standardized Tools
- › 4.4 Develop a Risk Assessment Plan Tailored to Consumer Safety
- › 4.5 Implement Risk Mitigation Techniques in Quality Management
- › 4.6 Evaluate the Effectiveness of Risk Management Frameworks

• 5 Monitoring and Reviewing Risk Management Practices — 6 classes

- › 5.1 Identify Key Metrics for Risk Management Monitoring
- › 5.2 Develop a Framework for Reviewing Risk Management Strategies
- › 5.3 Analyze Current Risk Management Practices and Outcomes
- › 5.4 Conduct Stakeholder Feedback Sessions on Risk Management
- › 5.5 Implement Continuous Improvement Techniques in Risk Reviews
- › 5.6 Create an Action Plan for Enhancing Risk Management Effectiveness