



brook
training

Implementing
Business Support
Interventions to
Facilitate Change



Course Overview:

ISO9001:2015
Implementation

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Content:

Content is aimed at achieving more control by assisting the business to develop the skills and knowledge to reinforce the benefits of implementing the ISO9001:2015 standard, maintaining credibility with its customer base and gaining increased consistency in business practises.

Content includes:

- **ISO 9001:2015 - Identifying the Requirements**
 - How to use the requirements of ISO 9001:2015 to benefit the business
 - How to use gap analysis tools and templates to sense check your current business management system
 - Identify requirements for documented information
- **ISO 9001:2015 Implementation**
 - Understand what needs to be revised in your current systems
 - Appreciate the significance of organizational context and adopting a risk-based approach
 - Applying risk-based thinking, leadership and process management
 - Approaches to implement the requirements of ISO 9001:2015
 - Effective approaches to evidence gathering
 - Understanding Certification arrangements
 - Creating individual action plans to prepare for implementation of the required changes
 - Creation of a quality manual
- **ISO 9001:2015 Internal Auditor Skills**
 - The application of risk-based thinking, leadership and process management
 - Skills to prepare, conduct and develop the required skills for an ISO 9001:2015 audit
 - Learn how to set objectives for, plan and perform a quality standards audit
 - Understand the implications of employee behaviour on quality management audits
 - Gain the ability to confidently report findings and take corrective action.
- **Maximize ISO 9001 performance**
 - Addressing non-conformities as a process improvement tool
 - Identifying changes that bring sustainable business benefits
 - How to engage top management and build confidence in quality

Further content will also be included and delivered progressively using feedback from the learners, and their developing understanding. This will include specific assignments drawn from, and adding benefit to their organisation and further one-to-one learning content informed by any knowledge gaps or weaknesses in knowledge of any individuals in the cohort.

For more information:

enquiries@brookconsult.co.uk or call: (01226) 240 435

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Format of Delivery

The support will be specifically tailored to the business and/or group needs and contain elements of one to one support to respond to individual's skills gaps.

The training content will be bespoke and specific to this organisation's requirements.

An integral part of the training and skills development will be one of 'experiential learning' by virtue of real, in the business project based activity.

Duration of Delivery

Delivery time and number of participants will be bespoke to employer need with specific dates and phasing by agreement with the company and Brook.

An initial meeting will take place to discuss requirements where duration and selected modules will be decided to form the training programme schedule.

Business Benefits

The business will benefit by having the internal skills, knowledge and competencies to implement IOS9001:2015 across the business.

Training will help delegates identify process improvements to increase business control efficiencies.

This will help maintain credibility and relationships with customers.

The ISO standard aims to place emphasis on business development strategy and the use of Certification as a strategy and continuous improvement tool through the setting of objectives.

The training will increase knowledge, skills and capability of individuals in relation to the core capabilities that their respective roles require to help drive growth and change in the business.

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brook
corporate developments

**Brook Corporate
Developments Ltd**

The Business Village,
Innovation Way,
Wilthorpe,
Barnsley,
S75 1JL

Telephone:

01226 240435

Email:

enquiries@brookconsult.co.uk

Web:

brookconsult.co.uk

brookconsult.co.uk