



UNDERSTANDING AND IMPLEMENTING ISO 9001:2015 QMS



1 April 24-25, 2024 (Wednesday-Thursday)
8.45 am – 5.00 pm 📍 **FMM Institute, Perak**

The ISO 9001:2015 series of standards was adopted and formally released on 15th September 2015. The first ISO 9001 standard was published in 1987, with an element based approach. From then, the standard has seen tremendous changes in its development, with the current being a risk based approach with a PDCA methodology. This course is to provide participants with a comprehensive introduction to ISO 9001:2015, how to apply the ISO 9001 process and formalize it in line with the quality management system (QMS). The process of simple documentation and implementation are much needed for any system to preserve its practices and continuous improvement.

...COURSE CONTENTS...

DAY 1 – ISO 9001 – WHAT IS IT ALL ABOUT?

- History of evolution of the ISO 9001 standard
- The new High Level Structure(HLS)
- The Plan-Do-Check-Act model
- Key changes in ISO 9001:2015
- Overview of the ISO 9001:2015
- Comparison between ISO 9001:2008 and ISO 9001:2015
- Context of the Organization – External & internal Issues; Interested Parties
- Leadership – Commitment, Policy, Roles & Responsibilities
- Planning – Risk & Opportunity; Quality Objective Planning & Changes

DAY 2 – UNDERSTANDING THE CLAUSES & APPLICATION

- Support – Resources (People, Infrastructure, Operating Environment, Calibration, Competence, Documented Information & Org. Knowledge)
- Operation Planning & Control – Requirements for Products & Services, Design, Control of external product or services, production, traceability, customer property, control of nonconforming outputs
- Performance Evaluation – Customer Satisfaction - Feedbacks, Internal Audits & Management Review.
- Improvement – Non-conformity(NC) & Corrective Action (CA) & Continual Improvement
- Benefits of implementing ISO 9001 Quality Management System
- Certification Steps to obtain ISO 9001:2015
- Why companies with ISO 9001 cert. find it challenging to implement the QMS?
- Common pitfalls from Implementation
- Wrap up.

...OBJECTIVES...

This program aims to help participants:

- To have a good understanding of the new ISO 9001 standard.
- To be able to distinguish the difference of requirements from the previous standard.
- To be able to understand the main changes and how to interpret it to their respective company.
- To understand the application of the principles of quality management and the respective clauses.

...LEARNING OUTCOMES...

Participants will be able to:

- Understand what the ISO 9001 standard is all about.
- Know the requirements and how it applies to their organization.
- Understand what the risk approach is and how to use it effectively to see results.

...WHO SHOULD ATTEND...

Senior/Managers, facilitators, team leaders, supervisors, engineers, executives, and personnel who are involved with production, quality representative, services personnel, quality engineers, planning officer, warehouse officer/executive, logistics, maintenance and others.

...TRAINING METHODOLOGY...

- Theory
- Exercises (Putting Theory to work), Quizzes
- Group activities

COURSE DETAILS...

Date **April 24-25, 2024 (Wednesday-Thursday)**
 Time **8.45am - 5.00pm**
 Venue **FMM Institute Perak**
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak
 Medium of Instruction **English**
 CPD: **14 hours**
 Fees **Members RM810.00/pax**
Non-Members RM972.00/pax
(Fees inclusive of Service Tax at 8%, Course Materials, Refreshment, Lunch and Certificate of Attendance)

...ADMINISTRATIVE DETAILS...

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider: **FMM Institute Perak** ■ MyCoID : **475427W_PERAK**
- HRD Corp Programme No: **Provided upon confirmation**

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.

REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed** as **confirmed** unless informed otherwise.
- Will be based on **First-Come-First served** basis.

PAYMENT

- **Cheques** made in favour of **"FMM Institute"** should be forwarded to FMM Institute Perak.
- For **HRD Corp Claimable Course**, an **Attendance of 100%** is a **must**, in any case, **employers will be billed in full**.
- FMM Institute SST Registration No. **W10-1901-32000105**

CANCELLATION

Must be in Writing with Reasons ■ 7 days before the course – No payment charged ■ 3 – 6 days before the course - 50% payment charged ■ < 3 days before the course – Full payment charged ■ Participants who did not turn-up will be charged full payment ■ Replacements can be accepted at no additional cost.

...TRAINER...

MR NG FOOK WENG holds a Bachelor’s Degree majoring in Chemistry, Berea College, Kentucky, USA and a Diploma in Production Management, International Correspondence Schools, USA. Mr Ng began his career as a Quality Assurance Management Trainee with a pharmaceutical manufacturing organization. Subsequently, he joined a foreign-owned fibreglass manufacturing organization as the Research and Development Chemist for 7 years. Later, he joined a few electronics-based contract manufacturing working in the areas of Quality Assurance, Quality Control and Product Quality Engineering. His last position was that of a Senior Quality Manager with Hip Fung Electronics Industrial Co., Shenzhen China.

MR NG who has more than 25 years of working experience had conducted extensive training for various private corporations since 2005. His area of expertise and experience include business management systems, customer quality liaison, supplier quality, engineering development, ISO 9000 series Quality Management System, ISO 14000 series Environment Management System, ISO/ TS 16949 Automotive Specifications, Good Manufacturing Practices, Total Productive Maintenance, Total Quality Management, OHSAS 18001 and the necessary Quality and Data Analysis tools. In addition, he is an IRCA-certified Environment Lead Auditor (ISO 14001), ISO 22000 Lead Auditor, ISO 9001 Lead Auditor and also a certified trainer registered with PSMB.

~ Registration Form ~

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FMM Institute
 No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

CLOSING DATE:
APRIL 17, 2024

Dear Sir / Madam, please register the following participant(s) for the above programme.

1.	Name		Designation	
			HP No	
	NRIC		Email	
2.	Name		Designation	
			HP No	
	NRIC		Email	
3.	Name		Designation	
			HP No	
	NRIC		Email	

(Please attach a separate list if space is insufficient)

We hereby confirmed that *(Please tick (✓) in appropriate box):-*

- We **will be claiming from HRD Corp** and full payment would made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances
- We will **NOT BE CLAIMING from HRD Corp**. Enclosed cheque/bank draft No _____ for RM _____ being payment for _____ participant(s) made in favour of the **"FMM Institute"**.

Submitted by:

Name:	Designation:	
Company:	Tel:	Fax:
Address:		
Email:	FMM Membership No	