

# Quality Management Systems

## Exemplar Global QM



### Learning Outcomes

Participants, after the successful completion of this course, will have a detailed knowledge of Quality Management System in alignment with ISO 9001:2015.

#### Important:

- All course work and assessments are conducted and completed during class hours
- There is no homework
- Certificates are issued promptly upon the completion of the course
- We never cancel a course
- Trainers are practicing audit professionals

This course includes a complimentary copy of ISO 9001, along with all learning materials and refreshments.



### Standards covered

This 2 day specialised course provides a comprehensive and practical understanding of:

- ISO 9001:2015 Quality management systems – Requirements.



### Course Outline

The course explains the importance of having and maintaining a Quality management system, and gives the participant an understanding of:

- The importance of the customer
- What the 'process approach' really means
- The importance of risk-based thinking within a management system
- The documentation requirements of ISO 9001:2015

- What you should look for in a Quality management system
- The terminology of ISO 9001
- How to apply quality management principles in the context of the standard.



### Timetable

#### Wednesday

##### Quality Management Systems

- Scope of Quality and Integrated Management Systems
- Documentation requirements of ISO 9001
- Auditing requirements of ISO 9001.

#### Friday

##### Auditing scenarios

- Review of Quality and Integrated Management System requirements
- Quality audit scenarios
- Course review.



### Assessment

During the course, participants will complete a single workshop which forms part of the assessment. Upon the completion of the module, there is a short multiple-choice exam which assesses the knowledge and understanding of the standard. Finally, participants apply the requirements of ISO 9001 against a series of auditing scenarios. Participants receive continual assistance and feedback from the trainer.



## Qualification

Upon successful completion of the course, each participant will receive a Certificate of Attainment which identifies the Exemplar Global competency below:

- Exemplar Global QM



Additional Exemplar Global competencies for Management Systems auditing, Environmental, and/or OHS Management Systems (Exemplar Global AU and TL, EM, and/or OH) may be added during the same week of training, or attended separately. Competencies for Food Safety Management Systems may be attended separately.



## Who should attend

Designed to cater to a variety of people currently involved in the audit and Quality Management System process, you should attend if you:

- want to become an internal QMS auditor
- need to write and implement a QMS
- are involved in the Quality management process
- are managers responsible for their QMS and QMS auditing
- wish to consolidate their existing knowledge into a formal qualification.

A business background is preferred, however prior experience in auditing and management systems is not essential.



## Cost and Payment

The cost of this course is \$1,395 (incl. gst) per person. Payment can be made either by direct debit or credit

card. We do offer payment plans, however PwC must receive payment prior to the issuing of the certificate.



## Trainers

The Auditor Training Centre has a team of expert trainers who are all practicing auditors in the fields of Quality, Environmental, and OHS Management Systems certification. Our trainers have great delivery and training techniques, and make the course relevant and practical with real auditing experiences.



## Where to from here?

This course has a number of options which can be added to in order to provide a specific understanding of Environmental or OH&S Management Systems, or becoming a lead internal or external auditor.

If you wish to become a Quality auditor under the Exemplar Global auditor scheme, you must also have successfully completed Exemplar Global AU and Exemplar Global TL (provided under Becoming a Skilled Lead Auditor or Quality Management Systems Lead Auditor). Once you have also obtained these competencies, you can follow either a qualification-based certification path, or competency-based. A full explanation of the requirements to become certified with Exemplar Global can be found on their website or contact us for more information.



## Contact us

If you would like more information or to enquire about enrolment, please call us on 1300 95 96 92, or email your PwC Auditor Training & Certification representative.

[www.auditortraining.pwc.com.au](http://www.auditortraining.pwc.com.au)