
***Focusing on your
customers***

Using ISO 9001 to drive
improvement

What is ISO 9001?

ISO 9001 helps organisations take a risk-based approach to ensuring customer needs and expectations are met.

It provides customers with the confidence that they will receive what they order.

ISO 9001 provides the framework for organisations to meet and exceed customer expectations, thereby increasing their reputation, customer loyalty and satisfaction.

What is risk-based thinking in quality?

Risk-based thinking enables an organisation to determine the factors that could cause its processes and its quality management system to deviate from planned results, to put in place controls to minimise negative effects and to make maximum use of opportunities as they arise.

What value does ISO 9001 add to a business?

Consistently meeting customer requirements and addressing future needs and expectations poses a challenge for organisations in an increasingly dynamic and complex environment.

To achieve this objective, an organisation may find it necessary to adopt various forms of improvement in addition to correction and continual improvement, such as breakthrough change, innovation and re-organisation.

Adoption of the process approach when developing, implementing and improving a quality management system allows for the enhancement of customer satisfaction.

Of the 22,331
certifications
held in Australia,

48%

are for ISO 9001

JAS-ANZ Directory,
July 2018



*Improving your business.
Delighting your customers.*

Quality Management Systems Lead Auditor (4 day course)

Becoming a skilled lead auditor

(2 day course)

AU TL

Quality management systems

(2 day course)

QM

Quality Management Systems Lead Auditor

4 days

\$2,795 incl gst

Combining our Quality Management Systems course with our Becoming a Skilled Lead Auditor course will leave participants not only with the knowledge of ISO 9001:2015, but also the knowledge and skills to be able to conduct effective management systems audits.

With the 2015 revision of ISO 9001, it is a great time to learn how to implement the new approaches ahead of your next audit, or in anticipation of transitioning to your new risk-based system.

Quality Management Systems

2 days

\$1,495 incl gst

We deliver a modern, risk-based approach to quality management, providing a comprehensive understanding of ISO 9001:2015 with a holistic approach to continual improvement.

Becoming A Skilled Lead Auditor

2 days

\$1,445 incl gst

This course focuses on the principles of auditing, the importance of planning, the roles and responsibilities of an auditor, how to gather effective audit evidence and report on the audit findings, and the required follow-up activities as an auditor. Designed to cater for an audit of any management system, this audit course will leave you with the skills needed in the modern workplace. This course forms the first 2 days of the Integrated Management Systems Lead Auditor course, but may be attended separately.

All of our courses are internationally recognised by Exemplar Global.

“In over 35 years of internal and external training, I can say that the course delivery is the best I have experienced. Everything else pales into insignificance. They are totally switched onto the marketplace, and the training is brilliantly presented.”

-Julie Fawcett

Additional Training

Environmental

ISO 14001 helps organisations to better manage their environmental aspects and associated impacts, be they local, national, or international.

It provides organisations with a framework to protect the environment and respond to changing conditions.



OH&S

ISO 45001 is a new international standard for Occupational Health and Safety management systems.

It harmonises the framework for OH&S risk management across the world, providing a single benchmark for OH&S performance, superseding both AS/NZS 4801:2001 and OHSAS 18001:2007

Environmental and OH&S competencies are combined with Quality to form our Integrated Management Systems course.



Information Security

ISO 27001:2013 is a well-respected international information security standard that outlines the key processes and approaches a business needs to manage information security risk in a practical way.

It provides appropriate safeguards around information and technology enabled business assets.



Why choose PwC's training?

No homework or post-course assessment

We never cancel courses

You receive a complimentary licensed copy of ISO 9001:2015, ISO 14001:2015, ISO 45001:2018

Training is delivered by practising audit professionals

Internationally recognised qualifications

Certificates are issued promptly upon the completion of the course

All learning materials and refreshments are provided

Training offered in-house or public

The presenters really helped to link the course material to real life situations. They were very professional and helped make the course more enjoyable.

- Matthew Colburn

Understanding and managing interrelated processes as a system contributes to the organisation's effectiveness and efficiency in achieving its intended results. This approach enables the organisation to control the interrelationships and interdependencies among the processes of the system, so that the overall performance of the organisation can be enhanced.

- ISO 9001:2015

Also training in:



Quality
ISO 9001



Environment
ISO 14001



Health and Safety
ISO 45001



Information Security
ISO 27001



Food Safety
ISO 22000



Business Continuity
ISO 22301



Compliance
ISO 19600



Lead auditing
ISO 19011

Contact

PwC's Auditor Training

Tom Barham

tom.barham@pwc.com

0433 422 447

1300 95 96 92

Eliza Watters

eliza.watters@pwc.com

0416 123 451

1300 95 96 92