

Certified ISO 9001 Lead Implementer: Quality Management

2027 13 - 9
Kigali (Rwanda)

UK Training

PARTNER





Day 2: Planning QMS Implementation

- Conducting gap analysis and implementation planning.
- Developing a quality policy, objectives, and key performance indicators.
- Establishing organizational roles, responsibilities, and authorities.
- Identifying and addressing risks and opportunities within QMS planning.
- Exercise: Creating a QMS project plan and risk register.

Day 3: Implementing QMS Processes

- Managing resources, infrastructure, and workforce competence.
- Controlling documented information and communication processes.
- Operational planning, control, and process documentation.
- Design and development of products and services.
- Supplier management and control of externally provided processes.
- Case Study: Implementing process controls and documentation systems.

Day 4: Performance Evaluation and Improvement

- Monitoring, measurement, analysis, and evaluation techniques.
- Planning and conducting internal audits.
- Performing management reviews for continual improvement.
- Managing nonconformities, corrective actions, and preventive measures.
- Workshop: Conducting a mock internal audit and review session.

Day 5: Certification Preparation and Exam

- Preparing for external third-party certification audits.
- Managing audit findings and maintaining certification readiness.
- Continuous improvement strategies and post-certification actions.
- Review of key implementation tools and best practices.
- Final Assessment: Certification Exam and Case Review Presentation.

Individual Impact

- Gain the competence and confidence to lead ISO 9001 QMS implementation projects.
- Enhance professional credibility as a certified QMS implementer.
- Strengthen auditing, problem-solving, and process optimization skills.
- Develop leadership and communication abilities essential for driving quality initiatives.

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A graphic of a chessboard with several chess pieces. A gold king piece is prominent in the foreground, with a silver pawn and a gold pawn behind it. The board is checkered, and there are concentric circles in the background.

Organizational Impact

- Improve quality performance, efficiency, and customer satisfaction.
- Establish a robust, compliant, and continuously improving QMS.
- Reduce risks and nonconformities through proactive quality planning.
- Strengthen readiness for ISO 9001 certification and external audits.

Training Methodology

This program combines theoretical understanding with practical, hands-on application to ensure readiness for real-world implementation. Learning methods include:

- Case studies from ISO-certified organizations.
- Group workshops and guided implementation exercises.
- Internal audit simulations and process improvement sessions.
- Interactive discussions and problem-solving challenges.
- Practical toolkits, templates, and checklists for QMS implementation.

Beyond the Course

Upon successful completion and passing of the certification exam, participants will be recognized as Certified ISO 9001 Lead Implementers — equipped to design, implement, and sustain high-performing Quality Management Systems. Graduates will return ready to:

- Lead organizational ISO 9001 certification initiatives.
- Build a culture of quality and continuous improvement.
- Drive measurable results in efficiency, compliance, and customer satisfaction.
- Serve as trusted advisors and internal auditors within their organizations.

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