

TRAINING BROCHURE

# ISO 9001 Basic course

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## Introduction

A management system is a company management's tool to steer the business towards set goals and thus realize the strategy. ISO 9001 requires that quality management systems should lead to improvements, be based on processes, and produce results. Measurements of results and improvements in the business are made to increase efficiency and profitability and to increase customer satisfaction. It is clearly emphasized that the purpose of the system is to create customer satisfaction.

Based on our experience, you will gain an understanding of what it means to develop a management system, how best to avoid pitfalls and how to take advantage of all the benefits available. The course provides insight into the link between a company's strategy and its management system, basic knowledge of processes and a thorough review of the elements of ISO 9001:2015.

## The aim of the course

The aim is to provide participants with:

- Insights into the link between company strategy and a well-functioning management system.
- Knowledge of the content of ISO 9001:2015.
- Knowledge of process orientation.
- Knowledge of the benefits achieved by other organizations through serious efforts to develop a well-functioning quality management system.

## For whom?

The course is intended for anyone interested in learning about quality management systems and ISO 9001.

## Contents

### Introduction

- The basic ideas of the ISO 9000 series.
- The process view of the business.

### Review of ISO 9001

- Content of ISO 9001:2015

### Processes and ISO 9001

- Process orientation.
- Business systems.



### Standard

- An original SS-EN ISO 9001:2015 standard is included in each course booklet.

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## Program

### Day 1

09.00-18.00

- Introduction.
- An introduction to project management.
- *Coffee*
- Project life cycle and project models.
- *Lunch*
- Project life cycle, cont.
- Starting a project.
- Successful projects.
- Project organization.
- Closure.

## Course fee

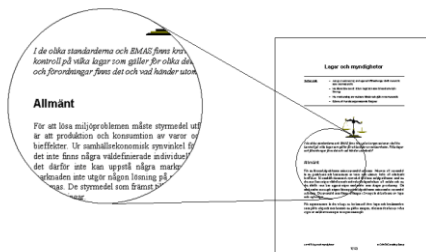
The price per participant is specified in the training calendar. The price includes full course documentation, lunch, and morning and afternoon coffee.

## Course evaluation

At the end of the training, a course evaluation is carried out, the results of which form the basis for continuous improvement of the course.

## Course material

The course material consists of a course binder in which the different lectures are documented in detail. It is detailed enough to be used as a reference in daily work.



*Our goal is to always offer the best training material on the market.*

## Course certificate

A certificate of attendance will be issued for participation of the course.

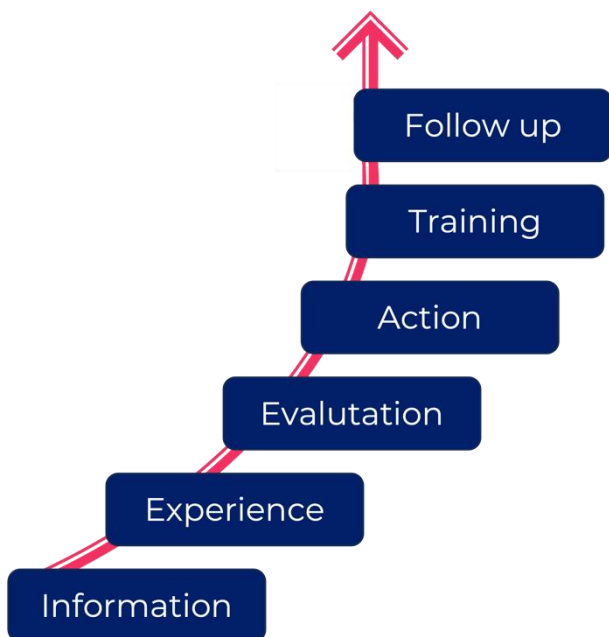
## The lecturers

The course is given by lecturers with cutting-edge knowledge, extensive experience, and good teaching skills. All lecturers have practical consulting experience and contribute with examples from real situations.

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## Our training methodology

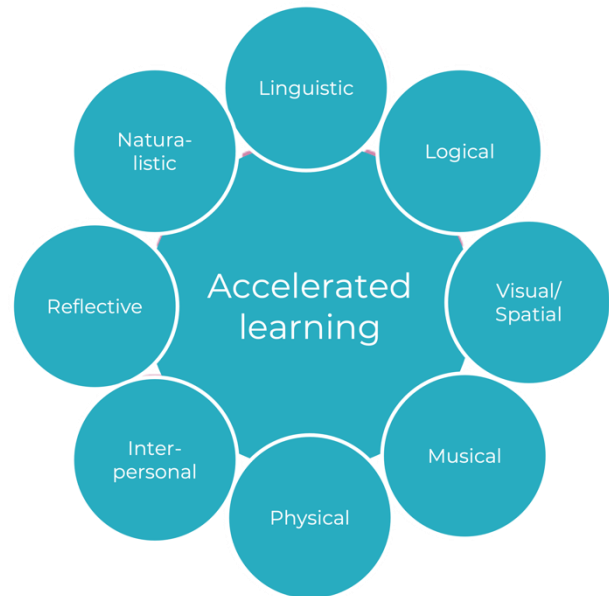
We run both open and in-house training courses. Knowledge is the basis for fact-based decisions and a prerequisite for engaging management and staff. Knowledge is part of our approach to changing behavior. Simply providing information is seldom enough to make people act differently.



*The staircase model for information transfer and processing of values and attitudes*

We complement the information with methods to address the values and attitudes of the participants. Through well-thought-out workshops, we go through all stages of the learning process. In in-house training, we often use the staircase model (see picture above) with training in the company's own operations and follow-up.

To further customize the training, company visits and consultations with our experienced consultants often precede in-house training. Part of our strength is that we can offer a complete solution for each company's training needs, from operator level to senior management. Our training courses are based on best practices from practical work in companies, where the lecturer provides many real-life examples. This is combined with a theoretical foundation.



The Accelerated Learning methodology, which involves stimulating learning with all the senses, is widely applied. The training group should consist of a maximum of 20 people, which gives the lecturer the opportunity to activate all participants in discussions. By alternating theory with activities and workshops, participants are given the opportunity to apply what they learned, which facilitates learning.

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### Contact us for more information:

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# CANEA – lasting success

There are three key factors for a successful change process: Competence to create and drive the change. IT systems that control and support it properly. And relevant know-how among your employees to maintain it over time. We are unique in bringing these three factors together in an integrated offering. This is a key reason why we have been able to deliver great results to hundreds of customers over the past 20 years.



## **CANEA Management – making your organization better**

Our experience from numerous assignments shows that there are valuable opportunities for improvement in every organization. To meet increasingly stringent requirements, it is important to develop your own operations.

We have extensive experience with what works. This is gathered in our own method library, which forms the core of our knowledge and experience management. Based on each client's situation, an adaptation is made so that both the whole and the details work.

Our consultants understand both the whole and the details of an organization's environment, function, and management. Additionally, they have well-developed analytical mindsets and the ability to motivate. Teaching skills are also a given since we place great emphasis on knowledge transfer.

## **CANEA ONE – an integrated software suite**

CANEA ONE is a comprehensive software suite for effective business management. The system enables control, implementation, monitoring and improvement of the business thanks to a fully integrated management of strategies, projects, processes, cases and documents.



### **CANEA Document**

A document management system that creates order. Ideally managing an integrated management system.



### **CANEA Workflow**

A case management system that allows you to design, deploy and monitor all types of workflows in a single solution.



### **CANEA Project**

A comprehensive and easy-to-use project, portfolio, and resource management system supporting all aspects of project activities.



### **CANEA Process**

An effective solution for modeling, communicating, collaborating, and improving business processes.



### **CANEA Strategy**

Enables strategy activation through smart features such as goal decomposition, communication, and visualization.

