

## Easy ISO 9001:2015 Transition (For firms with well implemented ISO 9001:2008 systems) Training Course Outline

Description: This course is for individuals who wish to learn ways and means to effectively transition their well implemented ISO 9001:2008 quality management systems to meet the requirements of ISO 9001:2015.

Pre-requisites: Each student must come to class with his/her own copy of ISO 9001:2015. (All other course literature is provided.)

Each student receives a free copy of Kantner & Company's exclusive *ISO 9001:2015 Transition Guide* and electronic templates (Word and Excel formats).

Class size: up to 12.

Duration: 8 hours (1 day).

1. Introduction
  - a. General data on the update
  - b. High level structure
  - c. Documentation rules and principles
  - d. Road map to transition
2. **New Requirements (ISO 9001:2015 clause order)**
  - a. 4.1 Understanding the organization and its context
  - b. 4.2 Understanding the needs and expectations of interested parties
  - c. 4.4 Quality management system and its processes
  - d. 6.1 Actions to address risks and opportunities
  - e. 6.3 Planning of changes
  - f. 8.5.6 Control of changes
  - g. 7.1.6 Organizational knowledge
3. **General QMS Requirements (ISO 9001:2008 clause order)**
  - a. 1.2 Application
  - b. 4.2.2 Quality manual
  - c. 5 Management responsibility
  - d. 5.5 Responsibility, authority and communication
  - e. 5.1 Management commitment
  - f. 5.2 Customer focus
  - g. 5.3 Quality policy
  - h. 5.4.1 Quality objectives
  - i. 5.4.2 Quality management system planning
  - j. 5.5.1 Responsibility and authority
  - k. 5.5.2 Management representative
  - l. 5.5.3 Internal communication
  - m. 6.2.2 Competence, training and awareness
  - n. 8.5 Improvement

- o. 8.5.1 Continual improvement
- 4. **Core Process Requirements (ISO 9001:2008 clause order)**
  - a. 7.1 Planning of product realization
  - b. 7.2 Customer-related processes
    - c. 7.2.1 Determination of requirements related to the product
    - d. 7.2.2 Review of requirements related to the product
  - e. 7.2.3 Customer communication
  - f. 7.3 Design and development
  - g. 7.5.1 Control of production and service provision
  - h. 7.5.2 Validation of processes for production and service provision
  - i. 7.5.5 Preservation of product
  - j. 8.2.4 Monitoring and measurement of product
  - k. 4.1 General requirements - outsourcing
- 5. **Support Process Requirements (ISO 9001:2008 clause order)**
  - a. 4.2 Documentation requirements
    - b. 4.2.2 Quality manual
    - c. 4.2.3 Control of documents
    - d. 4.2.4 Control of records
  - e. 5.6 Management review
  - f. 6.1 Provision of resources
  - g. 6.2.2 Competence, training and awareness
  - h. 6.3 Infrastructure
  - i. 6.4 Work environment
  - j. 7.4 Purchasing
    - k. 7.4.1 Purchasing process
    - l. 7.4.2 Purchasing information
  - m. 7.4.3 Verification of purchased product
  - n. 7.5.3 Identification and traceability
  - o. 7.5.4 Customer property
  - p. 7.6 Control of monitoring and measuring equipment
  - q. 8 Measurement, analysis and improvement - General
    - r. 8.2 Monitoring and measurement
      - s. 8.2.1 Customer satisfaction
      - t. 8.2.2 Internal audit
      - u. 8.2.3 Monitoring and measurement of processes
    - v. 8.3 Control of nonconforming product
  - w. 8.4 Analysis of data
  - x. 8.5.2 Corrective action

## What past students have said about our courses. . . .

Instructor knowledgeable, with excellent communication skills. Hands-on exercises very helpful.

--Anonymous Kantner & Company student,  
General Dynamics

Practical exercises were very valuable in providing reference to the course material.

--Anonymous Kantner & Company student,  
General Dynamics

The instructor was very knowledgeable. He made a very boring process fun. He was great!

--Kristine Logan, Beanstalk Group

Information given was very specific. Eliminated the unknowns.

--Luanne Reece

Subject matter was pretty dry, but the material was presented in an interesting way.

--Dave Frederick, General Dynamics

Rob was very informative and easy to understand.

--Deanna Johnson, Beanstalk Group

Clean and to the point. Knowledge of real world scenarios and telling how it *really* works instead of blowing smoke.

--Keith Thome

Very relevant to our type of organization. Presented in an interesting and casual manner; makes it more of a reality than a far-fetched process.

--Pam Carlin, MP Pumps

Not boring - time went by too fast.

--Ron Bilgo, Miller Compressing

Instructor made this somewhat dry material very interesting.

--Jerry Stafford, Beanstalk Group

Portions of this seminar would be extremely beneficial to all employees from an educational standpoint in regards to quality.

--Janet Dell, Beanstalk Group

What I liked was instructor's humor and preparation.

Instructor kept things in simple English rather than "ISO"ese.

--Mike Herderich

I liked the manual, the time-frame, and the location.

--Charles Perry

I liked the animated abilities of the instructor to keep the class interested in subject matter, on track, and focused.

--Anonymous Kantner & Company student,  
General Dynamics

I liked the hands-on training backed up by manual presentations.

--A. Amato, General Dynamics

Instructor balanced the activities and functions to help the trainees focus on the topic material. Will recommend to other companies.

--David Sharkey, DiClimente Siegel

I liked the interaction; this was not just a straight lecture format. Nice job!

--Bill Graybar, DiClimente Siegel

Simple and straight-forward.

--Tony Serabia

Good pace.

--Bob Quail

Informative, well organized, and presented in a relaxed atmosphere. Instructor was very helpful - never failed to answer questions no matter how insignificant.

--Tricia Watts, MP Pumps

The knowledge of the instructor in this subject really made class very informative. Really learned a lot about auditing and ISO.

--Andy Waluszko, General Dynamics

Informative without making you feel inadequate.

--Anonymous Kantner & Company student,  
Miller Compressing

--Anonymous Kantner & Company student,

DiClimente Siegel

Great training!

--Diane Jarvis, Beanstalk Group

Excellent. Keep it up. And thanks.

--Anonymous Kantner & Company student,  
Miller Compressing

Instructor kept it light hearted and entertaining, yet we still learned what we needed to know.

--Anonymous Kantner & Company student,  
Miller Compressing

Instructor kept it interesting with occasional bits of humor. Case studies were great. Course would not have been done justice without them.

--Anonymous Kantner & Company student,  
Miller Compressing

I liked instructor's ability to make a relatively dull topic more interesting.

--Anonymous Kantner & Company student,  
DiClimente Siegel

Instructor spoke in layman's terms; easy to understand. Manual very helpful.

--Sally Johnson

Doing the case exercises made what could have been a very dry subject much more interesting. I learn more by doing rather than just being lectured. Very good course - I learned a lot.

--Anonymous Kantner & Company student,  
General Dynamics

Very experienced and excellent instructor.

--Lisa Bryant, General Dynamics

Guidebook is an excellent reference.

--Christine Zimmer

User-friendly. Moved along. Organized.

--Rich Breckinridge

[Instructor] made a potentially dull subject very interesting. I recommend this to all employees.

--Mike Doore, General Dynamics

Tour of the [ISO 9001] Standard could have been grueling. Your approach to carve it up and make it

Very knowledgeable in field. I learned quite a bit about auditing.

--Barbara Owens, Beanstalk Group

Interesting, informative, great pace. Mr. Kantner made it easy to ask questions - very comfortable setting.

--Bess Pliakos

Again, thanks for everything. I've really enjoyed all the training. This information will follow me anywhere.

--Michael Warren, Beanstalk Group

The team exercise was informative. Great job!

--Melissa Benedetti, Beanstalk Group

Subject was covered quickly and concisely, without just stating what the Standard was without explanation.

--Anonymous Snapshot Seminar attendee

Very good course - well organized.

--Steven Sturm, General Dynamics

Course was condensed, and informative. Instructor was helpful even when "sidetracked" by passing out and discussing forms.

--Anonymous Kantner & Company student,  
DiClimente Siegel

Interactive; moved along well. Good mix of instruction. Excellent instructor. Would highly recommend this course to anyone learning how to audit.

--Carmen Simonelli, General Dynamics

Rob did a great job presenting the material and comparing our manual to the Standard.

--Karen Hoch, Beanstalk Group

Rob did a good job communicating. Good teacher.

--Anonymous Kantner & Company student,  
Miller Compressing

interactive made all the difference.

-- General Dynamics student

The pace and level of detail were right on. Instructor was excellent.

-- Mike Borer, General Dynamics student

Instructor's enthusiasm kept things fast and interesting.  
Time flew by.

– Bill Rodriguez, General Dynamics student

I liked the group activities and the interaction we got to  
have with our teams. I like how the activities really  
made you think.

– Kelly A. Choppy, General Dynamics student

The extensive use of case studies was outstanding.

– General Dynamics student

Real world examples were good. Instructor kept  
everyone on task and pace.

– General Dynamics student

[Course was] Not simply lecture. Hands-on activities  
helped learning.

– General Dynamics student