



## Overview

ISO 9001:2015 is an international standard that specifies requirements for a quality management system (QMS). Organizations use the standard to demonstrate their ability to consistently provide products and services that meet customer and regulatory requirements.

Organizations seeking certification to ISO 9001:2015 must undergo an audit by a certification body to verify that their QMS meets the standard's requirements. Certification is typically valid for three years, with periodic surveillance audits to ensure ongoing compliance.

## Objectives

This course will enable participants to understand the basics of the quality management system (QMS) based on the ISO 9001:2015 requirements. In addition, participants will be able to:

- Understand what the quality and quality management system are.
- Identify the mandatory documents required by ISO 9001: 2015.
- Understand the business processes and their interaction.
- Understand and develop quality objectives.

## Outlines

1. Introduction to quality
2. QMS overview.
3. Quality policy
4. Documented information.
5. Mandatory documents.
6. Main requirements of the ISO 9001:2015 QMS
  - Context of the organization
  - Leadership
  - Planning
  - Support
  - Operation
  - Performance evaluation
  - Improvement



## Targeted Groups

- All types of organizations who plan to get the ISO 9001:2015 certificate.
- People who are responsible for, or involved in, implementing the QMS based on the ISO 9001:2015 standard.
- Students who plan to work in the quality field, or who plan to conduct a quality project for graduation.
- Individuals who are looking to get knowledge on ISO 9001:2015.

## Course Duration

“ISO 9001:2015: Principles and Fundamentals” online course will be held as recorded videos for about 1 hour and 45 minutes (105 minutes) on different sessions in Arabic language. This course can be customized and delivered based on in-house training to meet certain needs and requirements.

## Course Fees

The usual fees for live courses are JD50. But for prerecorded courses, JAQM offers a discount of 50%, so the fees will only be **JD25**. Fees are to include:

- Completion e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in USA.
- Training material in pdf format.
- Handouts
- Solutions to the course exercises.

## Payment Methods

JAQM offers the following payment methods. Please choose in the registration form the method that is best for you so we can send you the details based on your choice.

- Direct deposit to JAQM's bank.
- Transfer to JAQM's bank
- CliQ: alias name: JAQMO.
- Western Union transfer.
- ZainCash Wallet.
- Orange Money Wallet.



## Presentation Approach

1. English for data show
2. English for material and handouts
3. English/Arabic for delivery and discussion

## Registration Process

To enroll in this online course, please click the following link for the registration form and fill out all the required information:

<https://forms.gle/DDjjPGaam2sPn2WR7>

Once you submit the application form, you will receive a notice that your application is received and recorded. Registration is confirmed only after fees are settled as per your payment method.

For further information or details, please email JAQM at [training@jaqm.net](mailto:training@jaqm.net), or call +962 6 516 0157, Mobile and WhatsApp: +962 7 7744 1808