

Webinar Title: IMPROVING QUALITY AND CUSTOMER SATISFACTION BY IMPLEMENTING ISO-9001:2015 QUALITY MANAGEMENT SYSTEM

Registration Fee (including GST):- Rs 899/- (Rupees Eight Hundred Ninety Nine Only) per participant inclusive of GST

Expert Speaker (Name/ Designation) – Shri Ankur Dhir, National level Consultant cum Trainer for management system standards

Webinar Date: 02.10.2021 Duration: 15.30 hours to 17.00 hours (one hour thirty minutes)

About Webinar (Brief One para): -

ISO 9001:2015 is an international standard for Quality Management Systems (QMS) and provides a framework for improving quality and providing products and services that consistently meet the requirements and expectations of customers and other relevant interested parties.

The purpose of a quality management system is to ensure every time a process is performed, the same information, methods, skills and controls are used and applied in a consistent manner. If there are process issues or opportunities, this is then fed into the quality management system to ensure continuous improvement.

ISO 9001:2015 defines the guiding principles that can be used to create efficiencies by aligning and streamlining processes throughout the organization, in an effort to bring down costs, create new opportunities, meet regulatory requirements, and help organizations expand into new markets.

The quality management system that is established throughout the organisation will provide a sound foundation, leading to increased productivity and profit. This in turn will improve customer acquisition and retention.

Changes introduced in ISO 9001:2015 revision are intended to ensure that ISO 9001 continues to adapt to the changing environments in which organizations operate. Some of the key updates in ISO 9001:2015 include: high level structure, an emphasis on risk-based thinking to enhance the application of the process approach, Improved applicability for services and Increased leadership requirements.

A valid ISO 9001:2015 certificate will be a prerequisite for some of the customers of an organisation and a “nice to have” for others, when an organisation is considering suppliers. It gives customers confidence that the organisation is working to standards and procedures that will provide them with a high standard of customer service.

ISO-9001:2015 Quality management system evolves from the continual improvement cycle called Plan Do Check Act (PDCA). In the planning step, the Quality management system include defining a policy, setting objectives, and creating a plan to meet the objectives and to evaluate the risks to the business.

Some of the main benefits of ISO 9001:2015 certification include:

- Suitable for both small and large organisations
- Better internal management
- Less wastage
- Increase in efficiency, productivity and profit
- Improved customer retention and acquisition
- Consistent outcomes, measured and monitored
- Globally recognised standard
- Compatible with other ISO standards

Benefits of ISO 9001:2015 Certification to customers include:

- Minimises mistakes
- Improves reporting and communications
- Better quality products and service
- More reliable production scheduling and delivery
- Standards maintained by annual assessments

The effective implementation of a Quality management system as per ISO 9001 :2015 will be explained in the online session so that organizations can improve quality of products and services that consistently meet the requirements and achieve higher level of customer satisfaction

Webinar Coverage:-

- Background and introduction to ISO 9001 :2015 standard
- Benefits of implementing Quality management system as per ISO 9001 :2015 standard
- Framework of an Quality management system based on ISO 9001:2015 standard
- Quality management system origins and best practices around the world
- Quality Management Principles
- ISO 9001 :2015 standard Structure
- Some key terms and definitions
- PDCA, Process and Risk based approach of ISO-9001:2015 Standard,
- Measuring , Key provisions of ISO-9001:2015 Standard,
- Mandatory documented information/records as per ISO 9001 :2015 standard,
- How to implement a Quality management system based on ISO 9001 :2015, standard
- analysis and improving quality performance
- Measuring and improving customer satisfaction
- ISO 9001 :2015 Certification process
- Case study and examples

Speaker Profile (Brief One Para & Photograph):- Mr. Ankur Dhir is a Graduate Engineer and MBA in Total Quality Management. He is a national level Consultant cum Trainer for ISO Management Systems and lean manufacturing. He is a Lead Assessor for ISO-9001, ISO 14001, ISO 27001 and ISO-45001 management system. He is having more than 18 years of work experiences as consultant cum trainer.



Register to learn (Key Learning's' in bullet points):

- Benefits of implementing Quality management system as per ISO 9001 :2015 standard
- PDCA, Process and Risk based approach of ISO-9001:2015 Standard
- **Key provisions of ISO-9001:2015 Standard,**
- **Mandatory documented information/records as per ISO 9001 :2015 standard,**
- **How to implement a Quality management system based on ISO 9001 :2015 standard**
- Measuring , analysis and improving quality performance
- Measuring and improving customer satisfaction
- ISO 9001 :2015 Certification process

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Time Slot: - 15.30 hours to 17.00 hours (one hour thirty minutes)

Thanks and regards

S.P.Singh
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