

ISO 9001:2015 - Quality Management Systems

Course aim and objectives:

Quality management is an essential ingredient to successful maritime businesses operating in the modern work environment providing customer satisfaction by enhancing performance and maximizing the output of an organization's services. This course provides the required knowledge for understanding the steps in implementing a quality management system within the context of the maritime work environment.

Course main elements:

- Introduction to ISO 9000 series
- Quality management principles
- Terms and scope of ISO 9001:2015 quality management systems
- Quality management systems risk control dynamics
- Review of ISO 9001:2015 quality requirements
- Integration of quality processes and procedures in maritime management systems
- Practical exercises and final examination

Course participation:

The course is open to shipping company office and ship-board team implementing a quality management system

Course duration: 1 day

This training program is currently provided in 6-hours with real time instruction through a dedicated e-platform in 2 three-hour pre-scheduled interactive web-based learning sessions.