

## ISO 9001 V2015: managing risks and opportunities



QST-21 2 Days (14 Hours)

### Description

The international ISO 9001 V2015 standard requires companies to take a risks and opportunities approach. Companies must, in this new framework, identify the risks and opportunities that must be taken into account to ensure the effectiveness and continuous improvement of the Quality Management System. This new training gives you the operational tools to anchor this logic in your quality approach.

### Who is this training for ?

#### For whom

Director, Quality Manager, quality facilitator. Responsible for continuous improvement. Project manager ISO 9001 V2015 certification.

#### Prerequisites

Aucune

### Training objectives

- Understand the challenges of a risks and opportunities approach
- Discover the operational tools to implement this approach

### Training program

#### En amont du présentiel

- A self-diagnosis.

#### Les enjeux de l'approche

- Risks and Opportunities Concept of risks and opportunities within a QMS (Quality Management System): what the ISO 9001 V2015 standard says, the vocabulary; benefits of a logic of prevention, improvement and anticipation; anchor this logic in the analysis and understanding of the context.
- SWOT: synthesis tool.

## 91215 Mettre en œuvre une démarche de prévention basée sur les risques

- Identify risks at different levels: strategic, processes, products and services.
- Know how to simply identify and evaluate real quality risks on processes, taking into account the severity and occurrence .
- Commit to risk management: establish your prevention and/or protection plan, implement it and check its effectiveness.
- Bring the risk approach: update the analysis; organize audits.
- Prepare an assessment during management and process reviews.

## Savoir saisir les opportunités

- Exploit external opportunities.
- Use team meetings, customer listening, process reviews, audits, surprise reports...
- to create internal momentum.
- Select an opportunity based on objective criteria, transform it into action, measure its effectiveness.
- Use digital.

## Après le présentiel, mise en œuvre en situation de travail

- An Excel file helps you put your risk analysis into practice.