

ISO 9001:2026 – Practical Knowledge for Users

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COURSE DESCRIPTION

ISO 9001:2026 – Practical Knowledge for Users is a highly interactive training course designed for professionals who already have a basic understanding of ISO 9001 and want to confidently apply the standard in everyday business operations. Participants learn how to interpret key requirements of the revised ISO 9001:2026 standard and translate them into effective quality management practices. Through practical examples, group exercises and real-world case studies, participants will explore organizational context, risks and opportunities, quality objectives, process KPIs and nonconformity management. The course provides practical tools and methods that can be immediately applied within an organization's Quality Management System (QMS).

AUDIENCE PROFILE

- Quality Management System users.
- Process owners.
- Quality coordinators.
- Quality professionals.
- Operational managers.
- Department managers.
- Team leaders.
- Process improvement specialists.
- Internal auditors seeking practical implementation knowledge.
- Employees involved in maintaining or improving a QMS.
- Individuals with prior knowledge of ISO 9001 who want deeper practical understanding.

PREREQUISITES

- Basic knowledge of ISO 9001 requirements.
- General awareness of quality management principles.
- Experience working within a Quality Management System (recommended but not mandatory).
- No auditing experience is required.

COURSE OBJECTIVES

By the end of this course, participants will be able to:

- Explain the structure and intent of ISO 9001:2026.
- Interpret key ISO 9001 requirements in a practical business context.
- Analyze organizational context and interested-party requirements.
- Identify, evaluate and address risks and opportunities using recognized methodologies.
- Apply risk-based thinking throughout QMS processes.
- Develop meaningful and measurable quality objectives.
- Plan and monitor actions required to achieve quality objectives.
- Establish suitable process KPIs and evaluate process effectiveness.
- Differentiate between containment actions, corrections and corrective actions.
- Apply structured approaches for nonconformity management and continual improvement.
- Assess organizational situations against ISO 9001 requirements.
- Support ongoing compliance and continual improvement initiatives.
- ISO 9001 Clause 6.2 requirements
- Developing measurable quality objectives
- Linking objectives to organizational strategy
- Planning actions and responsibilities
- Monitoring and evaluation
- Introduction to OKR methodology

COURSE OUTLINE

Module 1: ISO 9001:2026 Structure and Interpretation

- Overview of ISO 9001:2026
- PDCA model within ISO 9001
- Understanding key standard requirements
- Organizational context and interested parties

Module 2: Risk and Opportunity Management

- Risk-based thinking in ISO 9001
- Risk versus opportunity
- Strategic and operational risks
- Risk identification and assessment
- PESTEL analysis
- SWOT analysis
- FMEA concepts
- Risk matrices
- Risk treatment strategies

Module 3: Process Performance and Measurement

- Process management fundamentals

- Process effectiveness and efficiency
- Establishing KPIs
- Selecting meaningful indicators
- Monitoring performance trends
- Performance evaluation requirements

Module 4: Nonconformity Management and Improvement

- Nonconformity versus complaint management
- Containment actions
- Corrections
- Corrective actions
- Root cause analysis
- Preventive thinking
- Continual improvement practices

Module 5: Practical ISO 9001 Application Workshops

- Risk and opportunity exercises
- Quality objective workshops
- KPI development exercises
- Nonconformity management case studies
- ISO 9001 compliance assessment exercises
- Clause interpretation activities