

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Quality Management Systems and ISO 9001

5 days | Classroom training | English

SMART HORIZON

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Amsterdam
The Netherlands

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Course content

Why attend

ISO 9001 provides a framework for consistently delivering products and services that meet customer and regulatory requirements. This course covers quality management system principles and ISO 9001 requirements: context and leadership, risk-based thinking, process approach, documented information, operations, performance evaluation, improvement and certification.

An effective QMS improves consistency and customer satisfaction, not just paperwork. You will learn to implement ISO 9001 in a practical way.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Clause walkthroughs, process mapping workshops, documentation exercises and case studies.

Course objectives

By the end of this course, participants will be able to:
• Explain quality management principles
• Interpret ISO 9001 requirements
• Apply the process approach and risk-based thinking
• Develop proportionate documented information
• Evaluate performance through audits and reviews
• Plan implementation and certification

Target audience

This course is suitable for:
• Quality managers and coordinators
• Process owners
• Operations managers
• Internal auditors
• Consultants



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Target competencies

Participants will develop competencies in:
- Standard interpretation
- Process mapping
- Documentation
- Performance evaluation
- Implementation planning

Course outline

Day 1: Quality Principles

09:00–10:08	Quality management principles
10:08–11:00	ISO 9001 structure
11:00–11:30	**Coffee break**
11:30–11:45	ISO 9001 structure (continued)
11:45–12:53	Benefits
12:53–14:00	Exercise

Day 2: Context and Leadership

09:00–10:08	Context and interested parties
10:08–11:00	Leadership and policy
11:00–11:30	**Coffee break**
11:30–11:45	Leadership and policy (continued)
11:45–12:53	Risks and opportunities
12:53–14:00	Workshop

Day 3: Processes and Operations

09:00–10:08	Process approach
10:08–11:00	Operational controls
11:00–11:30	**Coffee break**



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11:30–11:45	Operational controls (continued)
11:45–12:53	Documented information
12:53–14:00	Exercise

Day 4: Performance Evaluation

09:00–10:08	Monitoring and measurement
10:08–11:00	Internal audit
11:00–11:30	**Coffee break**
11:30–11:45	Internal audit (continued)
11:45–12:53	Management review
12:53–14:00	Case study

Day 5: Improvement and Certification

09:00–10:08	Nonconformity and corrective action
10:08–11:00	Continual improvement
11:00–11:30	**Coffee break**
11:30–11:45	Continual improvement (continued)
11:45–12:53	Certification process
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	23 Nov 2026	27 Nov 2026	**€3,150.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**
Rome Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,450.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Vienna Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,940.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
Dubai Confirmed dates	8 Feb 2027	12 Feb 2027	**€3,150.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.-**
Vienna Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,940.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.–**
Barcelona Confirmed dates	15 Mar 2027	19 Mar 2027	**€2,840.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Cape Town Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,890.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Rome Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,450.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**
Paris Confirmed dates	17 May 2027	21 May 2027	**€2,860.–**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	31 May 2027	4 Jun 2027	**€1,890.–**
Online Confirmed dates	31 May 2027	4 Jun 2027	**€1,250.–**
London Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,450.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.–**
Rome Confirmed dates	12 Jul 2027	16 Jul 2027	**€2,450.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,450.–**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.–**
London Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Cape Town Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,890.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Istanbul Confirmed dates	27 Sept 2027	1 Oct 2027	**€2,650.-**
Online Confirmed dates	27 Sept 2027	1 Oct 2027	**€1,250.-**
Frankfurt Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,650.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**
Dubai Confirmed dates	8 Nov 2027	12 Nov 2027	**€3,150.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	29 Nov 2027	3 Dec 2027	**€2,840.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,250.-**
Amsterdam Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,540.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online