

## ISO TRAINING & IMPLEMENTATION

### Course Overview

Throughout this course, participants will explore the critical roles and responsibilities underpinning effective management systems. The program integrates ISO training with hands-on implementation, ensuring that learning outcomes translate directly into documented systems, operational records, and audit-ready evidence. Participants develop practical competence to design, implement, operate, audit, and continuously improve ISO management systems in alignment with certification and accreditation requirements.

### Course Outline

ISO Phase	Training Focus	Training Audience	Implementation Output	Audit Evidence Produced
<b>1. Gap Analysis</b>	ISO awareness & clause interpretation	Top management, ISO team	Identified gaps vs standard clauses	Gap analysis report
<b>2. System Design</b>	Documentation & process mapping	ISO team, process owners	Manuals, SOPs, procedures	Documented management system
<b>3. Risk &amp; Controls</b>	Risk-based thinking / HIRA / risk registers	Process owners, managers	Risk register, controls	Risk assessment records
<b>4. Operational Training</b>	SOP execution & role-based competence	All staff	Consistent process execution	Training records, competence matrix
<b>5. Implementation</b>	Practical application workshops	Operational teams	System running in real time	Records, logs, forms
<b>6. Internal Audit</b>	Internal auditor training	Internal auditors	Independent system review	Internal audit reports
<b>7. Management Review</b>	Management review & KPIs	Top management	Strategic decisions, actions	Management review minutes
<b>8. Corrective Action</b>	Root cause & CAPA training	ISO team, managers	Nonconformity closure	Corrective action records
<b>9. Certification Prep</b>	Audit preparedness & interview skills	All key staff	Audit readiness	Certification audit evidence
<b>10. Continuous Improvement</b>	Continual improvement tools	Management & teams	Improved system maturity	Trend & improvement records

### Hands-On ISO Implementation Exercises

- Conduct organizational ISO gap analysis
- Define ISO scope and process interactions
- Develop risk registers and control plans
- Draft ISO manuals, SOPs, and forms
- Implement records and document control
- Perform internal audits on live systems
- Conduct management review simulations
- Close nonconformities using CAPA tools
- Prepare for certification audits
- Execute continual improvement actions

**Applicable ISO Standards**

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ISO 9001, ISO 14001, ISO 45001, ISO 22000, ISO 27001, ISO 17025, ISO 17065, ISO 17020, and integrated management systems.

**Who should attend?**

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Top management, ISO coordinators, quality managers, HSE managers, auditors, compliance officers, consultants, and implementation team members responsible for ISO systems.

**Which industry needs Business Analysis?**

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Oil & gas industry, Information Technology (IT), Finance and Banking, Healthcare, Manufacturing, Retail and E-commerce, Telecommunications, Consulting, Government and Public Sector, Education, Energy and Utilities