

ISO 9001:2015 – Training Requirements

The purpose of this guide is to assist registrants of ISO 9001:2008 prepare for ISO 9001:2015 certification.

ISO 9001:2015 has introduced four major changes:

- (i) New structure.
- (ii) “Risk-based thinking” This is expanded in the extract from the standard in Appendix B.
- (iii) More extensive list of definitions.
- (iv) Useful annexures

The new standard does not have a requirement for training. However, it heavily implies that training should be done. E.G.

7.2 Competence

The organization shall:

- a) determine the necessary competence of person(s) doing work under its control that affects its quality performance;*
- b) ensure that these persons are competent on the basis of appropriate education, training, or experience;*
- c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;*
- d) retain appropriate documented information as evidence of competence.*

AND

7.3 Awareness

Persons doing work under the organization’s control shall be aware of:

- a) the quality policy;*
- b) relevant quality objectives;*
- c) their contribution to the effectiveness of the quality management system, including the benefits of improved quality performance;*
- d) the implications of not conforming to the quality management system requirements.*

QABCB advice.

Current registrants seeking certification to ISO 9001:2015 shall ensure that their level of competence is such as to especially meet the requirements, should demonstrate that actions have been put in place to acquire the necessary competence to meet all of the requirements of ISO 9001:2015 and that awareness of this is appropriately shared throughout all levels of the organisation.

It is suggested that attendance at professionally prepared training courses, supplemented with personal, and where applicable, group study, would satisfy the criteria of certification schemes of most registrars.

END