

	<b>PRODUCT SHEET</b>	Identification : Trainevo-Ficheprod-01
		Revision Date: 11/2021
		Version number: 01

### Title of the training: Quality management through the process approach

This training allows you to deploy a global approach to process management, at the service of the company's strategy and performance improvement in accordance with the requirements of the ISO 9001:2015 standards.

<b>Reference:</b>	<b>Category:</b>	<b>Duration:</b>
Trainevo-022022-Quality-02	Quality	1 day
<b>Language(s):</b>	<b>Training organization:</b>	<b>Number of participants (minimum):</b>
French		6

### Objective(s)

Understand the process approach within the meaning of ISO 9001:2015.  
 Deploy the process approach within your organization.  
 Map and formalize a process.  
 Become familiar with process management tools

### Program

- 1-The challenges of the process approach
- 2-The normative framework
- 3-Deploy the process approach
  - 3.1-Identify processes
  - 3.2-Mapping processes
  - 3.3-Choose key processes
  - 3.4-Define and deploy objectives on processes
  - 3.5-Manage processes & Roles/Responsibilities
  - 3.6-Implement the process approach
  - 3.7-Communicating Results
  - 3.8 - Improve processes
- 4-The process approach in the field
- 5-The quality approach and process approach
- 6-How to manage brakes and obstacles in the field
- 7-Tools to support the process approach
- 8-Examples of cartography

### Method

The interactive presentation including a methodology and tools for implementing the requirements allows a good acquisition of skills.

### Target audience

Managers, HR, Quality Manager or Project Manager / QSE / HSE / SST, any service manager.

### Evaluation

Certificate of training