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## **BROCHURE**

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# **ISO 9001: QUALITY MANAGEMENT LEAD IMPLEMENTER TRAINING & CERTIFICATION COURSE**

**ISO Certified Management Systems Consultants, Facilitators and Auditors**

# ISO 9001 Quality Management

## What is ISO 9001?

As an international standard, ISO 9001 specifies the requirements for organizations that want to ensure continual improvement and meet customers' needs. ISO 9001 was specifically designed to serve as a guiding framework for organizations of all sizes and industries as it provides a firm customer focus, namely delivering qualitative goods and services, which subsequently leads to customer satisfaction. The implementation of a Quality Management System is a strategic decision for organizations that aspire to improve their overall performance and provide a strong basis for sustainable development initiatives. The standard assists organizations and/or professionals to plan processes, interactions and have a risk-based thinking.

## Why is Quality Management important for you?

ISO 9001 certified professionals are considered as a strong asset to any organization. Meeting the future needs and expectations is a big challenge for organizations that operate in any industry, especially in today's increasingly dynamic environment. Thus, in order to accomplish organizational objectives, it is important to understand the necessity of hiring experts on Quality Management Systems.

By implementing ISO 9001, the certified professionals will help organizations to adopt continuous improvement practices and provide them with the essential techniques to ameliorate their working processes. As a result of increased efficiency, all the processes within the organization will be accordingly aligned and understood.

Moreover, the productivity will increase and the costs will decrease. ISO 9001 experts enable organizations to identify and address organizational risks, and achieve customer satisfaction. They also enable organizations to increase their global presence as many clients require ISO 9001 certified experts before conducting business.

## Benefits of ISO 9001 Quality Management

By becoming an ISO 9001 certified professional, you will be able to:

- Gain expertise on Quality Management Systems
- Help the organization to offer qualitative products and services
- Help the organization to reduce costs
- Gain competitive advantage

- Increase effectiveness
- Assist the organization to focus on risk-based thinking
- Contribute to the organization's continuous improvement
- Improve performance
- Streamline organizational operations
- Increase the efficiency of the supply chain management

## **How do I get started with ISO 9001 Training?**

If you are willing to take the challenge and obtain an ISO 9001 certification, our experts will ensure a valuable experience, whereby your needs will be met and you will become part of our global network.

# ISO 9001 Lead Implementer

## Why should you attend?

ISO 9001 Lead Implementer training enables you to develop the necessary expertise to support an organization in establishing, implementing, managing and maintaining a Quality Management System (QMS) based on ISO 9001. During this training course, you will also gain a thorough understanding of the best practices of Quality Management Systems and consequently improve an organization's customer satisfaction and overall performance and effectiveness.

After mastering all the necessary concepts of Quality Management Systems, you can sit for the exam and apply for a "PECB Certified ISO 9001 Lead Implementer" credential. By holding a PECB Lead Implementer Certificate, you will be able to demonstrate that you have the practical knowledge and professional capabilities to implement ISO 9001 in an organization.

## Who should attend?

- Managers or consultants involved in Quality Management
- Expert advisors seeking to master the implementation of a Quality Management System
- Individuals responsible for maintaining conformance with QMS requirements
- QMS team members

## Learning Objectives

- Acknowledge the correlation between ISO 9001 and other standards and regulatory frameworks
- Master the concepts, approaches, methods and techniques used for the implementation and effective management of a QMS
- Learn how to interpret the ISO 9001 requirements in the specific context of an organization
- Learn how to support an organization to effectively plan, implement, manage, monitor and maintain a QMS
- Acquire the expertise to advise an organization in implementing Quality Management System best practices

## Educational approach

- This training is based on both theory and best practices used in the implementation of a QMS
- Lecture sessions are illustrated with examples based on case studies
- Practical exercises are based on a case study which includes role playing and discussions
- Practice tests are similar to the Certification Exam

## Course Agenda

**Day 1:** Introduction to ISO 9001 and initiation of a QMS

**Day 2:** Plan the implementation of a QMS

**Day 3:** Implementation of a QMS

**Day 4:** QMS monitoring, measurement, continuous improvement and preparation for a certification audit

## Examination

The “PECB Certified ISO 9001 Lead Implementer” exam fully meets the requirements of the PECB Examination and Certification Programme (ECP). The exam covers the following competency domains:

**Domain 1:** Fundamental principles and concepts of a Quality Management System (QMS)

**Domain 2:** Quality Management System (QMS)

**Domain 3:** Planning a QMS implementation based on ISO 9001

**Domain 4:** Implementing a QMS based on ISO 9001

**Domain 5:** Performance evaluation, monitoring and measurement of a QMS based on ISO 9001

**Domain 6:** Continual improvement of a QMS based on ISO 9001

**Domain 7:** Preparing for a QMS certification audit

## General Information

- Certification fees are included on the exam price
- Training material containing over 450 pages of information and practical examples will be distributed
- A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued
- In case of exam failure, you can retake the exam within 12 months for free

### NOTE

This is an online training programme where the participants will interact with the instructor in real time through videoconferencing and other online platforms. We will also support participants through other electronic communication platforms such as e-mails and bulletin board postings.

PECB KATE software will be used to enable participants electronically access all training materials, and they'll be able to write their exams online from the comfort of their offices or homes anywhere in the world through PECB Exams app.

## Our Expertise

### **About PECB – Our Partners**

PECB is a certification body for persons, management systems, and products on a wide range of international standards. As a global provider of training, examination, audit, and certification services, PECB offers its expertise on multiple fields, including but not limited to Information Security, IT, Business Continuity, Service Management, Quality Management Systems, Risk & Management, Health, Safety, and Environment.

We help professionals and organizations to show commitment and competence with internationally recognized standards by providing this assurance through the education, evaluation and certification against rigorous, internationally recognized competence requirements. Our mission is to provide our clients comprehensive services that inspire trust, continual improvement, demonstrate recognition, and benefit society as a whole.

### **About International Network for Corporate Social Responsibility (IN-CSR)**

International Network for Corporate Social Responsibility (IN-CSR) is an international team of Corporate Sustainability and Responsibility (CS&R) Consultants and Auditors working to promote best practices in Sub-Saharan Africa. We are registered as a non-Governmental Organisation in Nigeria (No 99264) and a certified training partner with PECB Group Inc a certification body which provides education and certification under ISO/IEC 17024 for individuals, products, services, processes and organizations on a wide range of disciplines.

We are one of Africa's leading Social Responsibility and Corporate Sustainability Consultants focusing on actual implementation of management processes and procedure – SR GAP Analysis, design of implementation tools, Stakeholder Engagement and Management, Measurement and Evaluation, Training on global standards and Awareness creation, Support with audits and third-party certification when required, and continual improvement processes.

IN-CSR is certified by the Federal Ministry of Environment and other related agencies to provide Consultancy Services on Environmental and Social issues including Baseline/Post Impact Studies & Compliance Monitoring and Audit, Waste Management Technology, Engineering Oil & Gas Pollution Control & Remediation.

We have over the years provided industry leading consulting and training programs in support of our various advocacy campaigns and more importantly to support the private sector in building sustainable businesses. IN-CSR is the foremost ISO 26000 Social Responsibility and ISO 20400 Sustainable Procurement and Supply Chain Management certified consultants in Sub Saharan Africa and are also experts in a number of other standards such as – ISO 45001, ISO 9001, ISO 22301, ISO14000, ISO 31000, ISO 37101 and ISO 37301 and guidelines such as the Extractive Industry Transparency Initiative (EITI), the G20 High Level Principles, International

Finance Corporation (IFC) Guidelines, the World Bank Good Practice Guidelines, Africa Finance Corporation (AFC Guidelines), the Consumer Protection Framework, the Governance Code, the Nigerian Stock Exchange Sustainability Disclosure Guidelines, as well as international standards – SAI Standards, IEMA and SA 8000 Platforms. Our management audits are benchmarked on world’s most accepted sustainability auditing platforms – SA 8000, ISO 14001, ISO 26000 and 45001 while sustainability reports are usually based on GRI Standards except when specifically required on other platforms.

IN-CSR was in 2019 appointed by the National Human Rights Commission of Nigeria to lead the review of the National Action Plan (NAP) on Business and Human Rights working in partnership with the senior management of Nigerian Stock Exchange (NSE), key stakeholders of the Organized Private Sector (OPS) and Judges from the National Industrial Court of Nigeria (NICN). We have also continued to participate at the annual Conference of Experts on Public Administration (CEPA), held at the United Nations Head Quarters in New York, contributing to global public governance, and was recognized by Prof Louis Meuleman of the United Nations in his book titled “Public Management and the Metagovernance of Hierarchies, Networks and Markets for this. In the past two years, we have participated as only civil society member from Sub Saharan Africa of the Working Group on Cross Boarder Cartels at the United Nations Conference on Trade and Development (UNCTAD).

In 2021, we trained high-level delegates from the National Information Technology Development Agency (NITDA) on Digital Responsibility and Telecommunications.

In 2022, IN-CSR successfully completed Environmental Audits on over 90 branches of select commercial banks in Nigeria in fulfilment of NESREA regulatory requirements. Our team has also completed full integration of ISO 26000 Social Responsibility Guidance Standard in two global companies – IHS Nigeria Plc and Seplat Energy Plc - both of which involved extensive stakeholder identification, mapping, prioritization, and engagement.

**Our Values are:** Integrity, Professionalism and Fairness. Further detailed information can be found on our webpage <https://www.incsr.org/about-us/>

## **Lead Consultant – Profile**

Eustace Onuegbu is a certified Management Systems Consultant and Audit Partner; the pioneer ISO 26000 Social Responsibility and ISO 20400 Sustainable Procurement Senior Lead Implementer and Master Auditor in Africa; an ISO 37301 Compliance Management, ISO 37101 Sustainable Development in Communities, ISO 14001 Environmental Management, ISO 45001 Occupational Health and Safety, ISO 9001 Quality Management, ISO 31000 Risk Management, ISO 22301 Business Continuity - Senior Lead Implementer and Master Auditor with the Professional Evaluation and Certification Board (PECB), Canada and a Fellow of the Institute of Management Consultants (IMC), Nigeria. He is presently serving as the President of International Network for Corporate Social Responsibility (IN-CSR). He is also the Head, Learning and Development for the Sustainability Professionals Institute of Nigeria (SPIN).



Eustace is the initiator and host of the International Conferences on Business and Human Rights and has worked with leading organizations such as the IHS Nigeria Plc, Seplat Energy Plc, Dangote Industries Ltd, Central Bank of Nigeria; Zenith Bank PLC, FCMB, Centre for International Governance, and Innovation (CIGI) Canada; The Federal House of Representatives, Abuja; Oil and Gas Free Zones Authority among others on projects focusing on Sustainable Development, Corporate Sustainability and Responsibility, Corporate Governance, Compliance Management, Business Continuity, Risk Management amongst others. In his past 18 years of practice, he has made several representations to international organizations including the United Nations, African Union, ECOWAS, and The Senate of Federal Republic of Nigeria on a wide range of environmental and social impact issues.

Eustace is a leading CS&R expert and an avid advocate of instituting global best practices in the conduct of Corporate Sustainability and Responsibility (CS&R) in Africa. He holds a degree in Marketing from Abia State University in Nigeria, another in International Business and Management from Amsterdam School of Business, The Netherlands, a post graduate degree in International Human Rights Law from Birmingham City University in the United Kingdom and a Doctor of Business in Sustainability candidate at Monarch Business School, Switzerland.

### Document Approval Sheet

Proposal approved by			
Name	Position	Signature	Date

Please, sign and return via electronic mail to [info@incsr.org](mailto:info@incsr.org)

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