



Fee

99,00 €

Final exam only

Course technical sheet

Introduction to ISO 9001:2015 Quality Management System – Exam

Course code

ISO9001_INTRO_LA

Test duration

60 min

Passing score

70%

Issued

27/05/2026

Executive summary

The course "Introduction to ISO 9001:2015 Quality Management System – Exam" provides a comprehensive overview of the ISO 9001:2015 standard, fundamental quality management principles, and essential requirements to implement an effective Quality Management System (QMS). Through an in-depth review of the High Level Structure (Annex SL), the course covers key topics such as the organization's context, stakeholder needs, leadership engagement, quality policy definition, and the process approach, emphasizing process mapping, planning based on risk-based thinking, and quality objectives. It further examines supporting activities including competencies, communication, and documented information management, along with operational process control. Significant focus is placed on performance evaluation through monitoring, KPIs, internal audits, and management reviews. The course also addresses continual improvement, nonconformity management, and corrective actions, alongside a concise overview of the certification path and benefits of a well-implemented QMS. A final exam is included to assess the knowledge gained.

Certification process

- Registration or login to the Academy platform.
- Completion of the final course examination only. Any training or preparation may be completed externally or through other channels.
- The test questions refer to the objectives, skills and topics described in this technical sheet.
- Assessment of the result, possible validation and certificate issuance according to the rules applicable to the course.

Important note

On Academy, candidates take only the final course examination. Any training or preparation activity may be delivered externally or through other channels. The test questions refer to the topics described in this technical sheet and in the course syllabus summary.

Syllabus summary

Introduction to ISO 9001:2015 and quality management principles + High Level Structure (Annex SL) + organizational context and interested parties + leadership and quality policy + process approach and process mapping + planning (risk-based thinking, quality objectives) + support (competence, communication, documented information) + operation and process control + performance evaluation (monitoring, KPIs, internal audits, management review) + improvement (nonconformities, corrective actions, continual improvement) + overview of the certification process and QMS benefits

Certification Bodies Management systems

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Introduction to ISO 9001:2015 Quality Management System
– Exam

Learning Objectives

Provide foundational skills to understand and apply the ISO 9001:2015 requirements and structure an effective QMS.

Acquired Skills

- Knowledge of ISO 9001:2015 structure and quality principles
- Ability to identify and analyze organizational context and interested parties
- Application of process approach and risk-based thinking
- Document management and process control
- Performance evaluation using KPIs and internal audits
- Understanding of continual improvement activities

Target Audience

Professionals involved in Quality Management Systems, quality managers, auditors, control and process management roles.

Prerequisites

No specific prerequisites; basic knowledge of management systems recommended.

Program

- Introduction to ISO 9001:2015 and quality principles
- High Level Structure (Annex SL)
- Organizational context and interested parties
- Leadership and quality policy
- Process approach and mapping
- Planning: risk-based thinking and quality objectives
- Support: competencies, communication, documents
- Operation and process control
- Performance evaluation: KPIs, audits, management review
- Improvement: nonconformities, corrective actions
- Certification path overview and QMS benefits

Teaching Method

Lectures with multimedia support, practical examples and case study discussions.

Evaluation Method

Final multiple-choice exam with passing score at 70% correct answers.

Duration

60 minutes.

Certification

Certificate issued upon passing the exam with score.

Expected Outcomes

Ability to understand and assess a Quality Management System as per ISO 9001:2015 and support implementation and continual improvement.