TECHNICAL LEARNING AND ASSESSMENT DOSSIER

Introduction to ISO 9001:2015 Quality Management System – Exam

Price / certificate issuance
99,00 €
VAT excluded

Course code	Minimum duration	Final pass score	Dossier issue
ISO9001_INTRO_LA	60 min	70%	28/11/2026

1. Course identity, purpose and scope

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.

This extended technical dossier describes the pathway as published in CIWZ Academy on the issue date. It consolidates purpose, references, learning architecture, module contents, assessment system, passing criteria and certificate conditions. It does not replace the official texts of the standards, laws, guidelines or schemes referenced.

2. Normative, regulatory and technical references

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

References are used as the learning and assessment framework within the limits of published content and available sources. For professional application, the official and current versions of the referenced documents always prevail.

3. Learning architecture and assessment system

- minimum tracked time: 60 min
- active final-exam bank: 200 questions
- final exam: 30 questions selected from the bank
- passing threshold: 70%
- Direct access to the final assessment under the published rules for the exam-only pathway.
- Exam assembly from the active course bank and scoring against the published pass threshold.
- Recording of the result and, where applicable, request for the final certificate.

4. Official catalogue technical information

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.

7. Assessment system, final exam and passing criteria

- The final assessment consists of 30 questions selected from the active course bank. The platform applies an anti-repetition logic for new attempts when the bank size allows it.
- Final question-bank size detected at generation time: 200 active questions.
- Published passing threshold for the course: 70%.
- Questions are intended to assess not only recall but also interpretation, application, evidence selection, scenario assessment and quality of decision-making, depending on the subject matter.

8. Tracking, learning continuity and session integrity

- Path status, completed modules and recorded time are managed server-side when the course uses the Academy learning mode.
- The platform allows the pathway to resume from the recorded point and retains the results of required checks.
- Assessment sessions may be subject to the integrity and proctoring controls enabled by the platform and described in the applicable usage rules.
- Technical and integrity events support assessment and do not replace professional judgement where human review is required.

9. Certificate, use and limitations

The CIWZ certificate, where provided by the pathway and requested after passing, records the result achieved in the stated CIWZ pathway or assessment. It does not automatically replace personnel certification, professional registration, statutory licence, legal qualification or credentials issued by third-party bodies where such requirements are imposed by the applicable scheme.

10. Commercial and tax conditions

- Price / certificate issuance: 99,00 € VAT excluded.
- UAE VAT is applied to UAE customers according to billing data and the applicable tax rules.
- Any specific commercial terms, agreements or corporate orders override the public price only when formally accepted by Certificato IWZ FZCO.

11. Dossier document control

- Document automatically generated by CIWZ Academy from the course data published at the time of the request.
- Course code: ISO9001_INTRO_LA
- Document language: EN

- Generation date: 28/11/2026
- For normative and professional application, the current official sources and any applicable procedures/schemes prevail.