ISO 9001 Quality Principles for project managers Training Course

Professional Development Training Course Outline

Category	Project Management	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

ISO 9001 has become a global benchmark for quality management systems (QMS), enabling organizations to consistently meet customer requirements, improve efficiency, and enhance overall project outcomes. For project managers, understanding ISO 9001 quality principles is critical to align project objectives with organizational standards, optimize resource utilization, and ensure stakeholder satisfaction. ISO 9001 Quality Principles for Project Managers Training Course provides a comprehensive understanding of ISO 9001:2015 principles, risk-based thinking, process approaches, and continuous improvement strategies tailored for project management contexts. Participants will gain practical skills to implement quality systems, monitor project performance, and lead teams in delivering high-quality project outputs.

In a competitive business environment, project managers are expected to integrate quality standards into planning, execution, monitoring, and delivery phases. This training equips participants with the tools, templates, and methodologies to embed ISO 9001 principles into project lifecycles, conduct audits, manage risks, and foster a culture of continuous improvement. Through real-world case studies, interactive exercises, and practical frameworks, project managers will enhance decision-making, drive efficiency, and ensure compliance with international quality standards while boosting organizational credibility and customer satisfaction.

Programme Curriculum

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Course Objectives

1. Understand the key ISO 9001 quality principles and their relevance to project management.
2. Apply the process approach to project planning, execution, and monitoring.
3. Integrate risk-based thinking into project management practices.
4. Develop quality objectives aligned with organizational goals.
5. Implement a quality management system in project environments.
6. Conduct internal quality audits and identify areas for improvement.
7. Use performance metrics and KPIs to monitor project quality.
8. Facilitate continuous improvement initiatives within projects.
9. Manage stakeholder expectations through quality-driven project delivery.
10. Enhance documentation, reporting, and compliance practices.
11. Address nonconformities and implement corrective actions effectively.
12. Foster a quality culture among project teams and stakeholders.
13. Align project outcomes with international quality standards to achieve certification readiness.

Organizational Benefits

- Improved project delivery and customer satisfaction
- Standardized processes across projects for consistency
- Reduced risk of project failure and rework
- Enhanced compliance with ISO 9001 standards
- Better resource optimization and efficiency
- Strengthened internal auditing and monitoring practices
- Increased credibility with stakeholders and clients
- Continuous improvement embedded in project culture
- Data-driven decision-making for project performance
- Higher project success rates and organizational competitiveness

Target Audiences

- Project managers and program managers
- Quality assurance and compliance officers

- Process improvement specialists
- Team leaders and supervisors in project environments
- Internal auditors and project coordinators
- Senior management overseeing project portfolios
- Consultants and trainers in quality management
- Project staff responsible for reporting and documentation

Course Duration: 10 days

Course Modules

Module 1: Introduction to ISO 9001 Quality Principles

- Overview of ISO 9001:2015 and its evolution
- Core principles of quality management
- Benefits of implementing ISO 9001 in projects
- Understanding organizational context and stakeholder needs
- Process approach and its application to projects
- Case Study: ISO 9001 adoption in a construction project

Module 2: Process Approach in Project Management

- Mapping project processes and workflows
- Identifying process inputs, outputs, and owners
- Documenting process procedures and responsibilities
- Aligning project activities with organizational quality objectives
- Monitoring process performance and efficiency
- Case Study: Process mapping for a software development project

Module 3: Leadership and Commitment

- Role of leadership in ISO 9001 quality implementation
- Establishing quality policy and objectives
- Communicating quality expectations to teams
- Leading by example to foster a quality culture
- Aligning project leadership with organizational goals
- Case Study: Leadership-driven quality improvement in an infrastructure project

Module 4: Risk-Based Thinking

- Understanding risk identification and assessment in projects
- Integrating risk-based thinking into planning and execution
- Preventive actions and mitigation strategies

- Monitoring and reviewing risk controls
- Linking risk management to project quality outcomes
- Case Study: Risk-based approach for a multi-phase construction project

Module 5: Quality Objectives and Planning

- Setting SMART quality objectives for projects
- Aligning objectives with ISO 9001 requirements
- Developing actionable quality plans and timelines
- Assigning responsibilities and accountability
- Using KPIs to track quality performance
- Case Study: Developing quality objectives for a product launch project

Module 6: Documented Information and Records

- Importance of documentation for ISO compliance
- Types of records and management systems
- Version control and document approval processes
- Retention and retrieval of project quality records
- Ensuring accuracy and consistency of records
- Case Study: Implementing a document control system for a research project

Module 7: Resource Management

- Planning and allocating project resources effectively
- Managing human resources for quality outcomes
- Ensuring infrastructure and tools meet project needs
- Competence, training, and awareness of project teams
- Monitoring resource utilization and efficiency
- Case Study: Resource planning for a multi-department project

Module 8: Competence, Awareness and Training

- Identifying skills and knowledge requirements
- Developing training plans for project teams
- Ensuring awareness of quality objectives and processes
- Evaluating competency effectiveness
- Continuous learning and skill enhancement strategies
- Case Study: Training impact assessment in a software implementation project

Module 9: Operational Planning and Control

- Planning project operations for quality delivery
- Defining activities, timelines, and responsibilities
- Monitoring performance against quality objectives
- Managing changes and deviations in operations
- Ensuring compliance with standards during execution
- Case Study: Operational controls in an engineering project

Module 10: Monitoring, Measurement and Analysis

- Defining project KPIs and performance indicators
- Collecting and analyzing project data for quality insights
- Performance evaluation and trend analysis
- Corrective actions based on monitoring results
- Reporting and documentation of performance metrics
- Case Study: Data-driven quality monitoring in a marketing project

Module 11: Internal Audits

- Planning and conducting internal quality audits
- Audit checklists and methodology
- Reporting audit findings and nonconformities
- Follow-up actions and corrective measures
- Ensuring continuous compliance with ISO 9001
- Case Study: Internal audit for a cross-functional project

Module 12: Nonconformity and Corrective Actions

- Identifying project nonconformities
- Root cause analysis and corrective action plans
- Implementing improvements to prevent recurrence
- Tracking corrective action effectiveness
- Integrating lessons learned into future projects
- Case Study: Corrective action implementation in a product development project

Module 13: Continuous Improvement

- Principles of continuous improvement in ISO 9001
- Applying Plan-Do-Check-Act (PDCA) cycles in projects
- Process optimization techniques
- Fostering a culture of learning and innovation
- Measuring improvement impact on project outcomes
- Case Study: Continuous improvement initiative in a logistics project

Module 14: Customer Focus and Satisfaction

- Understanding customer needs and expectations
- Incorporating client feedback into project processes
- Measuring and monitoring customer satisfaction
- Enhancing value delivery through quality initiatives
- Aligning project outcomes with stakeholder requirements
- Case Study: Client satisfaction improvement in an IT services project

Module 15: Preparing for Certification

- Understanding ISO 9001 certification process
- Gap analysis and readiness assessment
- Documentation and audit preparation
- Aligning project quality management with certification requirements
- Ensuring ongoing compliance and improvement
- Case Study: Certification readiness assessment for a multi-location project

Training Methodology

- Instructor-led sessions with interactive discussions
- Hands-on exercises and practical case study analysis
- Group workshops and scenario-based problem solving
- Use of templates, checklists, and project quality tools
- Peer review, role-plays, and collaborative activities
- Feedback, evaluation, and action plan development

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.
f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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