Elevora
Global Training

COURSE BROCHURE

Quality Management Systems (ISO 9001)

Quality & Operational Excellence

Most demanded

Code	Duration	Formats	Language	Certificate
QE-101	5 or 10 days	Classroom, live online, in-house, blended	English or Arabic	Certificate of completion

A practical quality and operational excellence course covering ISO 9001 clauses and requirements, the process approach and risk-based thinking. Run as a 5-day core or 10-day extended programme, in 16 cities, live online or in-house, and fully customisable for your team.

About this course

Quality Management Systems (ISO 9001) gives delegates a structured, practical understanding of ISO 9001 clauses and requirements and the process approach, then builds the skills to apply risk-based thinking, documented information and preparing for certification in real work. Sessions are led by practitioners with at least 15 years in the field.

What you will learn

- ISO 9001 clauses and requirements
- The process approach
- Risk-based thinking
- Documented information
- Preparing for certification

Who should attend

Quality managers, auditors, process owners, improvement leads and operations managers.

5-day course outline

Day 1	**ISO 9001 clauses and requirements**	Concepts, standards and terminology, with a diagnostic exercise to baseline the group.
Day 2	**The process approach**	Methods and tools explained step by step, with worked examples from real operations.
Day 3	**Risk-based thinking**	Hands-on practice in small groups using realistic data, cases and templates.
Day 4	**Documented information**	Case studies of successes and failures, and how to apply the lessons in your organisation.
Day 5	**Preparing for certification**	Integration exercise, final knowledge check and a personal action plan.

10-day extended programme

Includes the full 5-day outline, plus a second week of applied work:

Day 6	**Applied workshop: ISO 9001 clauses and requirements** — Deeper practice with your own data or site examples.
Day 7	**Applied workshop: The process approach and risk-based thinking** — Group exercises that combine methods from week one.
Day 8	**Field case study: Documented information** — A detailed industry case worked through from start to finish.
Day 9	**Advanced practice: Preparing for certification** — Tools, templates and checklists to take back to work.
Day 10	**Assessed project and presentation** — Each delegate presents an improvement plan and completes the final assessment.

Upcoming classroom dates

More dates, cities and live online sessions on request.

Dates	City	Length	Fee per delegate
9 Nov 2026 to 13 Nov 2026	Kuala Lumpur	5 days	**$2,450**
7 Dec 2026 to 11 Dec 2026	Dubai	5 days	**$2,450**
10 Jan 2027 to 14 Jan 2027	Riyadh	5 days	**$2,450**
8 Feb 2027 to 12 Feb 2027	Kuala Lumpur	5 days	**$2,450**
15 Mar 2027 to 26 Mar 2027	Istanbul	10 days	**$4,450**

Fees per delegate (2026 to 2027)

Format	5 days	10 days
Classroom: Dubai, Istanbul, Cairo, Kuala Lumpur	**$2,450**	**$4,450**
Classroom: London, Europe, Singapore	**$3,450**	**$6,250**
Live online	**$1,450**	**$2,650**
In-house, group of up to 15	**From $12,900**	**From $23,500**

Classroom fees include tuition, materials, lunch and refreshments, and a certificate. 10% group saving for 3 delegates, 15% for 5 or more.

Tailored to your team

Change the level, language, length (1 to 20 days) and format, add topics from other courses or entirely new topics, and include your own case studies, site visits or exam preparation. Build it online for an instant indicative fee.

Register or request an in-house proposal

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