



MAINTENANCE MANAGEMENT TRAINING

Quality Management Systems and ISO 9001

5 day course

Classroom, online or in-house

Course overview

Customers and tenders increasingly require certification, which is why many organisations hold a certificate and a quality system that exists in parallel to how the work is really done. This course covers building one that is the work. Delegates work through the structure of the standard and the process approach that underpins it, context, interested parties and the scope that follows, and risk based thinking applied to processes rather than recorded in a register nobody reads. Documented information is covered at the level the standard actually requires, which is less than most organisations produce. Customer focus, non conformity and corrective action follow. Internal audit and management review are addressed. The course closes on certification, surveillance and keeping a system alive between audits.

What you will learn

- Describe the structure of the standard and the process approach
- Scope a system through context and interested parties
- Apply risk based thinking to processes rather than to a register
- Produce documented information at the level actually required
- Handle non conformity and corrective action so causes are removed
- Run internal audit and management review
- Prepare for certification and sustain the system between surveillance visits

Who should attend

- Quality managers, officers and coordinators
- Management representatives and system owners
- Process owners accountable for quality outcomes
- Internal auditors covering quality
- Consultants implementing management systems

Course outline

- 01 A certificate beside the real work
- 02 Structure of the standard
- 03 The process approach
- 04 Context, interested parties and scope
- 05 Risk based thinking in practice
- 06 Documented information and how much is needed
- 07 Non conformity and corrective action
- 08 Internal audit, management review and certification

Upcoming dates

Dates	Venue	Format	Fee per delegate
28 September to 2 October 2026	Kampala, Uganda	Classroom	USD 1,325
16 to 20 November 2026	Durban, South Africa	Classroom	R19,950
4 to 8 January 2027	Online	Online	R8,500

Fees and how to register

This 5 day course is **R8,500** per delegate online, **R19,950** in the classroom in South Africa, Botswana, Namibia,



Lesotho and Eswatini, and **USD 1,325** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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