

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 9001LOG — Quality Management in Logistics

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference TR-LOG-9001LOG • ISO Transport

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AT A GLANCE

REFERENCE	TR-LOG-9001LOG
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1 Effectiveness Evaluation 0 chapters 45 marks	
2 ISO 9001 Standards Application 5 chapters · 30 classes 85 marks	• 1 Understanding ISO 9001: Principles and Framework — 6 classes › 1.1 Explore the Core Principles of ISO 9001 › 1.2 Identify Key Components of the ISO 9001 Framework › 1.3 Analyze the Importance of Customer Focus in Quality Management › 1.4 Examine the Role of Leadership in Implementing ISO 9001 › 1.5 Assess Continuous Improvement Strategies within ISO 9001 › 1.6 Apply ISO 9001 Principles to Real-World Logistics Scenarios • 2 Documenting Quality Management Systems in Logistics — 6 classes › 2.1 Understand the Importance of Documenting Quality Management Systems › 2.2 Identify Key Components of the ISO 9001 Standard in Logistics › 2.3 Outline the Process for Developing Quality Management Documentation › 2.4 Explore Best Practices for Maintaining Quality Documents › 2.5 Analyze Case Studies of Effective Quality Management Documentation › 2.6 Create a Sample Quality Management Document for Logistics Operations • 3 Implementing Quality Processes in Logistics Operations — 6 classes › 3.1 Identify Key Quality Processes in Logistics Operations › 3.2 Analyze Customer Requirements for Quality in Logistics › 3.3 Develop Quality Objectives Aligned with ISO 9001 Standards › 3.4 Implement Quality Control Measures in Logistics Processes › 3.5 Monitor and Measure Performance of Quality Processes › 3.6 Evaluate and Improve Quality Processes Based on Feedback • 4 Measuring and Monitoring Quality Performance in Logistics — 6 classes › 4.1 Identify Key Performance Indicators for Quality in Logistics › 4.2 Establish Baselines for Measuring Quality Performance › 4.3 Implement Data Collection Methods for Quality Metrics › 4.4 Analyze Quality Performance Data to Identify Trends › 4.5 Develop Action Plans for Quality Improvement in Logistics › 4.6 Review and Adjust Quality Performance Measurement Systems • 5 Continuous Improvement and Auditing in Quality Management — 6 classes › 5.1 Understand Continuous Improvement Principles in Quality Management › 5.2 Identify Key ISO 9001 Standards Related to Continuous Improvement › 5.3 Explore Techniques for Effective Auditing in Quality Management › 5.4 Develop Strategies for Implementing Continuous Improvement in Logistics › 5.5 Analyze Case Studies of Successful Continuous Improvement Practices › 5.6 Create an Audit Plan for Continuous Improvement in Quality Management
3 Leading Quality Improvement Projects 0 chapters 45 marks	

• 1 Understanding Process Mapping in Logistics — 6 classes

- › 1.1 Define Key Concepts in Process Mapping
- › 1.2 Identify Components of Logistics Processes
- › 1.3 Explore Common Process Mapping Techniques
- › 1.4 Create Process Maps for Logistic Scenarios
- › 1.5 Analyze Process Maps for Improvement Opportunities
- › 1.6 Implement Changes Based on Process Mapping Insights

• 2 Identifying Key Performance Indicators (KPIs) for Logistics Processes

• 3 Analyzing Process Variability and Root Cause Identification

• 4 Implementing Process Improvement Techniques in Logistics

• 5 Sustaining Continuous Improvement in Logistics Processes

• 1 Understanding Quality Management Principles in Logistics — 6 classes

- › 1.1 Define Key Concepts of Quality Management in Logistics
- › 1.2 Identify the Essential Principles of Quality Management
- › 1.3 Analyze the Role of Leadership in Quality Management Systems
- › 1.4 Explore the Importance of Customer Satisfaction in Logistics
- › 1.5 Evaluate Continuous Improvement Strategies in Quality Management
- › 1.6 Implement Quality Management Principles in Logistics Operations

• 2 Key ISO 9001 Standards and Requirements for Logistics — 6 classes

- › 2.1 Identify Key ISO 9001 Standards Relevant to Logistics
- › 2.2 Understand the Role of Quality Management Principles in Logistics
- › 2.3 Analyze the Importance of Customer Focus in Quality Management
- › 2.4 Evaluate Risk Management Strategies within ISO 9001 Framework
- › 2.5 Implement Continuous Improvement Practices in Logistics Operations
- › 2.6 Assess Compliance and Performance Monitoring for ISO 9001 in Logistics

• 3 Leadership and Commitment in Quality Management — 6 classes

- › 3.1 Define Leadership in Quality Management
- › 3.2 Identify Key Principles of Commitment in Quality Management
- › 3.3 Explore the Role of Leadership in Fostering a Quality Culture
- › 3.4 Analyze Case Studies of Successful Leadership in Quality Management
- › 3.5 Develop a Personal Action Plan for Leaders in Quality Commitment
- › 3.6 Evaluate the Impact of Leadership on Quality Management Performance

• 4 Risk Management and Continual Improvement Strategies — 6 classes

- › 4.1 Identify and Analyze Risks in Quality Management
- › 4.2 Develop Risk Mitigation Strategies
- › 4.3 Implement Continuous Improvement Processes
- › 4.4 Measure and Evaluate Quality Performance Metrics
- › 4.5 Foster a Culture of Quality and Continuous Improvement
- › 4.6 Integrate Risk Management into Daily Operations

• 5 Measuring Performance and Customer Satisfaction in Logistics — 6 classes

- › 5.1 Define Key Performance Indicators in Logistics
- › 5.2 Analyze Customer Expectations in Logistics Services
- › 5.3 Explore Methods for Measuring Customer Satisfaction
- › 5.4 Evaluate Performance Data for Logistic Operations
- › 5.5 Implement Continuous Improvement Strategies in Logistics
- › 5.6 Communicate Performance Insights to Stakeholders