

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 9001GOV — Quality Management Applied to Governance Framework

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MGT-GOV-9001GOV • ISO Management & Services

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AT A GLANCE

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

CURRICULUM

1

Designing Quality Management Systems

5 chapters · 30 classes65 marks

• 1 Foundations of Quality Management Systems: Principles and Concepts — 6 classes

› 1.1 Define Core Principles of Quality Management Systems

› 1.2 Explore Key Concepts in Quality Management Frameworks

› 1.3 Analyze the Role of Leadership in Implementing Quality Management

› 1.4 Identify Stakeholder Needs and Expectations in Quality Management

› 1.5 Examine Continuous Improvement Processes in Quality Management

› 1.6 Apply Quality Management Principles to Real-World Governance Scenarios

• 2 ISO 9001 Standards: Structure and Requirements — 6 classes

› 2.1 Understand the Purpose and Benefits of ISO 9001 Standards

› 2.2 Explore the Key Principles of Quality Management Systems

› 2.3 Identify the Structure of ISO 9001:2015 Standards

› 2.4 Analyze the Core Requirements of ISO 9001: Leadership and Context

› 2.5 Assess the Importance of Risk-Based Thinking in Quality Management

› 2.6 Apply ISO 9001 Framework to Develop a Quality Management System

• 3 Stakeholder Engagement and Communication in Quality Management — 6 classes

› 3.1 Identify Key Stakeholders in Quality Management

› 3.2 Analyze Stakeholder Needs and Expectations

› 3.3 Develop Effective Communication Strategies for Stakeholders

› 3.4 Implement Stakeholder Engagement Techniques

› 3.5 Evaluate the Impact of Stakeholder Feedback on Quality Management

› 3.6 Create a Continuous Communication Plan for Stakeholder Engagement

• 4 Risk Management and Continuous Improvement in Governance Systems — 6 classes

› 4.1 Identify and Analyze Risks in Governance Frameworks

› 4.2 Integrate Risk Assessment into Quality Management Systems

› 4.3 Develop Mitigation Strategies for Identified Risks

› 4.4 Establish Continuous Improvement Processes in Governance

› 4.5 Implement Monitoring Mechanisms for Quality Standards

› 4.6 Evaluate the Effectiveness of Risk Management Strategies

• 5 Implementing and Auditing Quality Management Systems in Governance — 6 classes

› 5.1 Understand Key Principles of Quality Management Systems

› 5.2 Identify Governance Framework Components for Quality Management

› 5.3 Develop Effective Quality Management Procedures for Governance

› 5.4 Implement Quality Management Systems in Governance Practices

› 5.5 Conduct Internal Audits of Quality Management Systems

› 5.6 Review and Improve Quality Management Practices in Governance

• 1 Understanding Governance Frameworks and Their Importance in Quality Management — 6 classes

- › 1.1 Define Governance Frameworks and Their Key Components
- › 1.2 Explore the Relationship Between Governance and Quality Management
- › 1.3 Identify Different Types of Governance Frameworks
- › 1.4 Analyze the Role of Stakeholders in Governance Frameworks
- › 1.5 Assess the Impact of Governance Frameworks on Quality Outcomes
- › 1.6 Implement Best Practices for Integrating Governance and Quality Management

• 2 Key Components of ISO 9001 and Its Application in Governance

— 6 classes

- › 2.1 Identify the Key Principles of ISO 9001 in Governance
- › 2.2 Analyze the Structure of a Quality Management System
- › 2.3 Explore the Role of Leadership in Implementing ISO 9001
- › 2.4 Assess Stakeholder Engagement within ISO 9001 Framework
- › 2.5 Evaluate Continuous Improvement Strategies in Governance
- › 2.6 Apply ISO 9001 Standards to Real-World Governance Challenges

• 3 Risk Management and Quality Control in Governance Structures

— 6 classes

- › 3.1 Identify Key Risks within Governance Frameworks
- › 3.2 Assess Impact of Identified Risks on Quality Management
- › 3.3 Explore Risk Mitigation Strategies in Governance Structures
- › 3.4 Implement Quality Control Measures for Risk Management
- › 3.5 Evaluate the Effectiveness of Risk Management Practices
- › 3.6 Develop a Continuous Improvement Plan for Governance Quality

• 4 Performance Measurement and Continuous Improvement in Governance Frameworks — 6 classes

- › 4.1 Define Key Performance Indicators for Governance Frameworks
- › 4.2 Analyze Existing Performance Measurement Techniques in Governance
- › 4.3 Implement Feedback Loops for Continuous Improvement
- › 4.4 Evaluate the Impact of Performance Measurement on Decision-Making
- › 4.5 Develop a Continuous Improvement Action Plan for Governance
- › 4.6 Present Findings and Recommendations for Enhancing Governance Quality

• 5 Leading Organizational Change: Integrating Quality Management into Governance — 6 classes

- › 5.1 Assessing the Current Governance Framework for Quality Management Integration
- › 5.2 Identifying Key Stakeholders in Organizational Change Initiatives
- › 5.3 Developing a Vision for Quality Management in Governance
- › 5.4 Designing Effective Communication Strategies for Change Implementation
- › 5.5 Implementing Quality Management Tools within the Governance Framework
- › 5.6 Evaluating the Impact of Quality Management on Organizational Change

• 1 Understanding ISO 9001 Standards: Principles and Framework — 6 classes

- › 1.1 Identify the Core Principles of ISO 9001 Standards
- › 1.2 Explore the 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 Risk-Based Thinking within the ISO 9001 Framework
- › 1.6 Apply ISO 9001 Principles to Develop a Quality Management Plan

• 2 The Role of Leadership in Quality Management Systems — 6 classes

- › 2.1 Understand Leadership's Impact on Quality Management Systems
- › 2.2 Identify Key Leadership Qualities for Quality Assurance
- › 2.3 Explore the Role of Leadership in Developing Quality Policies
- › 2.4 Analyze Leadership Strategies for Employee Engagement in Quality Management
- › 2.5 Evaluate Leadership Communication Techniques for Quality Objectives
- › 2.6 Implement Leadership Practices to Foster a Quality-Driven Culture

• 3 Risk Management and Continuous Improvement in ISO 9001 — 6 classes

- › 3.1 Identify and Assess Risks in ISO 9001 Framework
- › 3.2 Analyze Risk Impact on Quality Management Systems
- › 3.3 Develop Mitigation Strategies for Identified Risks
- › 3.4 Implement Risk Management Procedures Effectively
- › 3.5 Measure and Monitor Risk Management Outcomes
- › 3.6 Foster a Culture of Continuous Improvement in ISO 9001

• 4 Document Control and Process Management in Governance — 6 classes

- › 4.1 Explore the Importance of Document Control in Governance
- › 4.2 Identify Key Elements of ISO 9001 Document Control Standards
- › 4.3 Develop a Document Control Procedure for Governance Frameworks
- › 4.4 Implement Process Management Techniques in Governance
- › 4.5 Analyze the Impact of Effective Document Control on Quality Management
- › 4.6 Evaluate Compliance with ISO 9001 Standards in Document Handling

• 5 Auditing and Evaluating Quality Management Systems — 6 classes

- › 5.1 Understand the Principles of Auditing Quality Management Systems
- › 5.2 Identify Key Elements of ISO 9001 Standards for Audits
- › 5.3 Develop Effective Audit Checklists for Quality Management
- › 5.4 Conduct Mock Audits: Practice Evaluating Compliance
- › 5.5 Analyze Audit Findings and Their Impact on Governance
- › 5.6 Implement Continuous Improvement Strategies Post-Audit

• 1 Understanding Performance Metrics in Governance — 6 classes

- › 1.1 Define Key Performance Metrics in Governance
- › 1.2 Analyze the Importance of Performance Metrics for Effective Governance
- › 1.3 Explore Different Types of Performance Metrics in Governance
- › 1.4 Examine Tools and Techniques for Measuring Performance in Governance
- › 1.5 Interpret Performance Data to Enhance Governance Decision-Making
- › 1.6 Develop Action Plans Based on Performance Metric Analysis

• 2 Data Collection Techniques for Performance Analysis — 6 classes

- › 2.1 Identify Key Performance Indicators for Data Collection
- › 2.2 Explore Qualitative and Quantitative Data Collection Methods
- › 2.3 Implement Surveys and Questionnaires for Feedback Gathering
- › 2.4 Analyze Existing Data Sources for Performance Metrics
- › 2.5 Utilize Observation Techniques for Performance Insights
- › 2.6 Develop a Data Collection Plan for Performance Analysis

• 3 Setting Key Performance Indicators (KPIs) — 6 classes

- › 3.1 Define the Purpose of Key Performance Indicators (KPIs)
- › 3.2 Identify Characteristics of Effective KPIs
- › 3.3 Analyze Stakeholder Needs for Relevant KPIs
- › 3.4 Develop SMART Criteria for KPI Creation
- › 3.5 Create a KPI Framework Aligned with Governance Objectives
- › 3.6 Evaluate and Adjust KPIs Based on Performance Data

• 4 Analyzing Performance Data for Strategic Insights — 6 classes

- › 4.1 Define Key Performance Metrics for Analysis
- › 4.2 Collect and Organize Performance Data Effectively
- › 4.3 Analyze Data Trends to Identify Performance Gaps
- › 4.4 Utilize Data Visualization Tools for Insight Presentation
- › 4.5 Interpret Performance Data to Drive Strategic Decisions
- › 4.6 Develop Action Plans Based on Data Analysis Insights

• 5 Reporting and Communicating Performance Metrics — 6 classes

- › 5.1 Identify Key Performance Indicators for Governance
- › 5.2 Collect and Organize Performance Data Effectively
- › 5.3 Analyze Trends and Insights from Performance Metrics
- › 5.4 Create Clear and Concise Performance Reports
- › 5.5 Communicate Findings to Stakeholders Persuasively
- › 5.6 Utilize Feedback to Improve Future Performance Reporting

• 1 Understanding Stakeholders in Governance Frameworks — 6 classes

- › 1.1 Identify Key Stakeholders in Governance Frameworks
- › 1.2 Analyze Stakeholder Needs and Expectations
- › 1.3 Map Stakeholder Influence and Interest
- › 1.4 Develop Effective Communication Strategies for Stakeholders
- › 1.5 Measure Stakeholder Satisfaction and Feedback
- › 1.6 Implement Continuous Improvement for Stakeholder Engagement

• 2 Identifying Stakeholder Needs and Expectations — 6 classes

- › 2.1 Define Stakeholders and Their Impact on Governance
- › 2.2 Analyze Stakeholder Segments and Prioritize Engagement
- › 2.3 Explore Methods for Collecting Stakeholder Feedback
- › 2.4 Identify Common Needs and Expectations of Stakeholders
- › 2.5 Evaluate Stakeholder Satisfaction Metrics and Tools
- › 2.6 Develop an Action Plan to Address Stakeholder Needs

• 3 Methods and Tools for Stakeholder Engagement — 6 classes

- › 3.1 Identify Stakeholders Using Mapping Techniques
- › 3.2 Analyze Stakeholder Needs and Expectations
- › 3.3 Develop Effective Communication Strategies for Engagement
- › 3.4 Utilize Feedback Mechanisms to Measure Satisfaction
- › 3.5 Evaluate Stakeholder Engagement Performance Metrics
- › 3.6 Create an Action Plan for Continuous Engagement Improvement

• 4 Measuring Stakeholder Satisfaction — 6 classes

- › 4.1 Identify Key Stakeholders and Their Expectations
- › 4.2 Develop Stakeholder Satisfaction Metrics and Indicators
- › 4.3 Collect Stakeholder Feedback Through Surveys and Interviews
- › 4.4 Analyze Data to Measure Stakeholder Satisfaction Levels
- › 4.5 Implement Strategies for Enhancing Stakeholder Engagement
- › 4.6 Evaluate and Report on Stakeholder Satisfaction Outcomes

• 5 Integrating Stakeholder Feedback into Quality Management Systems — 6 classes

- › 5.1 Identify Key Stakeholders in Quality Management
- › 5.2 Gather Effective Feedback from Stakeholders
- › 5.3 Analyze Stakeholder Feedback for Quality Improvement
- › 5.4 Integrate Feedback into Quality Management Systems
- › 5.5 Develop Strategies for Continuous Stakeholder Engagement
- › 5.6 Measure Stakeholder Satisfaction and Quality Outcomes

• 1 Understanding Quality Management Principles in Governance — 6 classes

- › 1.1 Define Quality Management Principles in Governance
- › 1.2 Identify Key Components of ISO 9001 in Governance
- › 1.3 Analyze the Role of Leadership in Quality Management
- › 1.4 Evaluate Strategic Initiatives for Quality Improvement
- › 1.5 Implement Quality Management Practices in Governance Structures
- › 1.6 Measure Success: Assessing Quality Outcomes in Governance

• 2 Strategic Planning for Quality Initiatives — 6 classes

- › 2.1 Assess Current Quality Management Systems
- › 2.2 Define Strategic Objectives for Quality Initiatives
- › 2.3 Identify Stakeholders and Their Roles in Quality Planning
- › 2.4 Develop Key Performance Indicators for Quality Success
- › 2.5 Create a Quality Initiative Roadmap
- › 2.6 Evaluate and Adjust Strategic Quality Plans

• 3 Quality Standards and Compliance in Governance Frameworks — 6 classes

- › 3.1 Identify Key Quality Standards in Governance Frameworks
- › 3.2 Analyze the Importance of Compliance in Quality Management
- › 3.3 Evaluate the Role of ISO 9001 in Enhancing Governance Effectiveness
- › 3.4 Assess Common Challenges in Implementing Quality Standards
- › 3.5 Develop Strategies for Ensuring Continuous Compliance
- › 3.6 Plan an Actionable Framework for Quality Management in Leadership

• 4 Implementing and Managing Quality Improvement Projects — 6 classes

- › 4.1 Identify Key Quality Improvement Projects in Governance
- › 4.2 Define Objectives and Scope for Quality Initiatives
- › 4.3 Develop a Stakeholder Engagement Strategy
- › 4.4 Implement Effective Quality Improvement Methodologies
- › 4.5 Monitor and Evaluate Quality Improvement Outcomes
- › 4.6 Institutionalize Best Practices for Sustained Quality Management

• 5 Measuring Success: Key Performance Indicators in Quality Management — 6 classes

- › 5.1 Define Key Performance Indicators (KPIs) in Quality Management
- › 5.2 Identify Different Types of KPIs Relevant to Quality Management
- › 5.3 Analyze the Importance of KPIs in Measuring Organizational Success
- › 5.4 Develop SMART Criteria for Effective KPI Selection
- › 5.5 Create a KPI Dashboard for Monitoring Quality Management Performance
- › 5.6 Evaluate KPI Outcomes and Continuous Improvement Strategies