

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 9001HR — Quality Management Applied to HR Processes

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MGT-HRR-9001HR • ISO Management & Services

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AT A GLANCE

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

CURRICULUM

1

Continuous Improvement Techniques

5 chapters · 30 classes 65 marks

• 1 Understanding Continuous Improvement in HR Processes — 6 classes

› 1.1 Define Continuous Improvement in HR Context

› 1.2 Identify Key Benefits of Continuous Improvement in HR

› 1.3 Explore Tools and Techniques for Continuous Improvement in HR

› 1.4 Analyze Examples of Continuous Improvement in HR Processes

› 1.5 Develop a Continuous Improvement Plan for HR Practices

› 1.6 Measure the Impact of Continuous Improvement Initiatives in HR

• 2 Identifying Improvement Areas in HR — 6 classes

› 2.1 Analyze Current HR Processes for Improvement Opportunities

› 2.2 Identify Key Performance Indicators for HR Success

› 2.3 Conduct Stakeholder Surveys to Gather Feedback on HR Practices

› 2.4 Utilize Data Analysis Techniques to Spot Trends in HR

› 2.5 Facilitate Brainstorming Sessions to Generate Improvement Ideas

› 2.6 Develop an Action Plan for Implementing Identified HR Improvements

• 3 Implementing Lean Techniques in HR Management — 6 classes

› 3.1 Identify Key HR Processes for Lean Implementation

› 3.2 Analyze Waste in HR Functions

› 3.3 Develop a Lean HR Value Stream Map

› 3.4 Implement Standardized Procedures in HR Operations

› 3.5 Measure and Evaluate HR Performance Metrics

› 3.6 Foster a Continuous Improvement Culture in HR

• 4 Utilizing Six Sigma in HR Processes — 6 classes

› 4.1 Define Six Sigma and Its Relevance to HR

› 4.2 Identify Key Six Sigma Tools for Process Improvement

› 4.3 Analyze HR Processes Using DMAIC Methodology

› 4.4 Measure Current HR Performance Metrics

› 4.5 Implement Process Improvements in HR Using Six Sigma

› 4.6 Evaluate the Impact of Six Sigma on HR Outcomes

• 5 Measuring Improvement Outcomes in HR — 6 classes

› 5.1 Identify Key Metrics for HR Improvement Outcomes

› 5.2 Analyze Data Trends to Assess HR Performance

› 5.3 Evaluate the Impact of HR Initiatives on Employee Engagement

› 5.4 Utilize Feedback Mechanisms to Measure HR Effectiveness

› 5.5 Compare Benchmarking Results to Identify Areas for Growth

› 5.6 Develop Action Plans Based on Improvement Measurement Findings

• 1 Understanding ISO 9001 Principles in HR Quality Management —

6 classes

- › 1.1 Define ISO 9001: Key Principles in HR Quality Management
- › 1.2 Identify the Role of Leadership in ISO 9001 Implementation
- › 1.3 Analyze the Impact of Employee Engagement on Quality Management
- › 1.4 Evaluate HR Processes for Compliance with ISO 9001 Standards
- › 1.5 Develop a Quality Management Framework for HR Practices
- › 1.6 Create an Action Plan for Continuous Improvement in HR Quality Management

• 2 Mapping HR Processes Against ISO 9001 Standards — 6 classes

- › 2.1 Identify Key HR Processes Aligned with ISO 9001
- › 2.2 Analyze the Importance of Quality Management in HR
- › 2.3 Map HR Processes to ISO 9001 Standards
- › 2.4 Evaluate the Effectiveness of Current HR Practices
- › 2.5 Develop an Action Plan for HR Process Improvement
- › 2.6 Implement Continuous Improvement Strategies in HR Processes

• 3 Identifying Key Performance Indicators for HR Quality Management — 6 classes

- › 3.1 Define Key Performance Indicators for HR Quality Management
- › 3.2 Identify the Purpose and Benefits of KPIs in HR Management
- › 3.3 Analyze Common KPIs Used in HR Quality Management
- › 3.4 Develop SMART Criteria for Effective HR KPIs
- › 3.5 Evaluate the Impact of HR KPIs on Organizational Performance
- › 3.6 Create a KPI Dashboard for Monitoring HR Quality Management

• 4 Conducting Internal Audits for HR Quality Improvement — 6

classes

- › 4.1 Understand the Purpose of Internal Audits in HR Quality Management
- › 4.2 Identify Key HR Processes to Audit for Quality Improvement
- › 4.3 Develop an Effective Internal Audit Checklist for HR
- › 4.4 Conducting an Internal Audit: Step-by-Step Guide
- › 4.5 Analyze Audit Findings to Identify Areas for Improvement
- › 4.6 Create an Action Plan for Implementing Audit Recommendations

• 5 Continuous Improvement Strategies in HR Quality Management

— 6 classes

- › 5.1 Identify Key Continuous Improvement Principles in HR
- › 5.2 Analyze Current HR Processes for Improvement Opportunities
- › 5.3 Implement Plan-Do-Check-Act Cycle in HR Management
- › 5.4 Measure Effectiveness of HR Improvement Initiatives
- › 5.5 Develop a Feedback Mechanism for HR Quality Enhancements
- › 5.6 Create an Action Plan for Sustaining Continuous Improvement in HR

• 1 Introduction to ISO 9001 and Quality Management Principles in HR — 6 classes

- › 1.1 Define ISO 9001 and Its Purpose in HR
- › 1.2 Explore the Key Quality Management Principles Relevant to HR
- › 1.3 Analyze the Benefits of Implementing ISO 9001 in HR Practices
- › 1.4 Identify the Role of Leadership in ISO 9001 Quality Management
- › 1.5 Assess Current HR Processes Against ISO 9001 Standards
- › 1.6 Develop an Action Plan for Integrating ISO 9001 into HR Functions

• 2 Understanding HR Processes and Their Impact on Quality Management — 6 classes

- › 2.1 Identify Key HR Processes That Influence Quality Management
- › 2.2 Analyze the Relationship Between HR Functions and Quality Standards
- › 2.3 Evaluate the Role of Employee Engagement in Quality Assurance
- › 2.4 Develop HR Strategies to Enhance Quality Management Practices
- › 2.5 Implement Effective Communication Channels for Quality Feedback
- › 2.6 Assess the Impact of HR Metrics on Continuous Quality Improvement

• 3 Aligning HR Strategies with ISO 9001 Standards — 6 classes

- › 3.1 Identify Key ISO 9001 Principles Relevant to HR
- › 3.2 Analyze Current HR Strategies for ISO 9001 Alignment
- › 3.3 Develop HR Objectives that Support ISO 9001 Standards
- › 3.4 Implement Quality Management Practices in HR Processes
- › 3.5 Measure HR Performance Against ISO 9001 Criteria
- › 3.6 Create an Action Plan for Continuous HR Improvement under ISO 9001

• 4 Implementation of Quality Management System in HR Practices — 6

classes

- › 4.1 Understand the Principles of Quality Management in HR
- › 4.2 Identify Key Components of a Quality Management System
- › 4.3 Assess Current HR Practices Against ISO 9001 Standards
- › 4.4 Develop a Quality Management Framework for HR Processes
- › 4.5 Implement Continuous Improvement Strategies in HR
- › 4.6 Measure and Evaluate the Effectiveness of Quality Management in HR

• 5 Monitoring, Measurement, and Continuous Improvement in HR Quality Management — 6 classes

- › 5.1 Define Key Metrics for HR Quality Management
- › 5.2 Identify Tools for Monitoring HR Processes
- › 5.3 Analyze Data Trends in HR Performance
- › 5.4 Establish Baselines for HR Quality Standards
- › 5.5 Implement Feedback Mechanisms for Continuous Improvement
- › 5.6 Develop Action Plans Based on Measurement Outcomes

• 1 Foundations of Leadership in HR — 6 classes

- › 1.1 Define Key Leadership Concepts in HR
- › 1.2 Explore Leadership Styles and Their Impact on HR
- › 1.3 Identify the Role of Emotional Intelligence in HR Leadership
- › 1.4 Analyze Case Studies of Effective HR Leadership
- › 1.5 Develop Essential Leadership Skills for HR Professionals
- › 1.6 Create an Action Plan for Implementing Leadership Practices in HR

• 2 Understanding Change Management in HR Practices — 6 classes

- › 2.1 Define Change Management Concepts in HR
- › 2.2 Identify Key Drivers of Change in HR Processes
- › 2.3 Explore the Role of Leadership in Facilitating Change
- › 2.4 Analyze Best Practices for Implementing Change in HR
- › 2.5 Evaluate Stakeholder Engagement Strategies During Change
- › 2.6 Develop a Change Management Plan for HR Initiatives

• 3 Aligning HR Strategies with Organizational Leadership Goals — 6 classes

- › 3.1 Identify Key Organizational Leadership Goals
- › 3.2 Assess Current HR Strategies Against Leadership Objectives
- › 3.3 Develop Collaborative HR-Leadership Communication Frameworks
- › 3.4 Align HR Metrics with Organizational Performance Indicators
- › 3.5 Design HR Initiatives to Support Leadership Vision
- › 3.6 Evaluate the Impact of HR Alignment on Organizational Change

• 4 Developing Influential Leadership Skills in HR — 6 classes

- › 4.1 Identify Key Traits of Influential Leaders in HR
- › 4.2 Analyze the Role of Emotional Intelligence in Leadership
- › 4.3 Develop Effective Communication Strategies for HR Leaders
- › 4.4 Foster Collaboration and Team Building Within HR Teams
- › 4.5 Implement Change Management Techniques for HR Initiatives
- › 4.6 Create an Action Plan to Enhance Personal Leadership Skills in HR

• 5 Evaluating the Impact of Leadership and Change in HR — 6 classes

- › 5.1 Assessing Leadership Styles in HR Contexts
- › 5.2 Identifying Key Drivers of Change in HR
- › 5.3 Measuring the Effectiveness of Leadership on Change Initiatives
- › 5.4 Analyzing Case Studies of Successful HR Leadership
- › 5.5 Developing Criteria for Evaluating Change Impact in HR
- › 5.6 Creating Action Plans for Enhancing Leadership in HR

• 1 Foundations of Quality Management in HR — 6 classes

- › 1.1 Define Quality Management in HR Context
- › 1.2 Explore Key Principles of Quality Management Systems
- › 1.3 Identify the Role of Standards in HR Quality Management
- › 1.4 Analyze the Importance of Continuous Improvement in HR
- › 1.5 Assess HR Processes for Quality Control Opportunities
- › 1.6 Develop an Action Plan for Implementing Quality Management in HR

• 2 Understanding ISO 9001 Standards in HR Practices — 6 classes

- › 2.1 Define ISO 9001 Standards and Their Relevance to HR
- › 2.2 Explore Key Principles of Quality Management in HR
- › 2.3 Identify Roles and Responsibilities in Implementing ISO 9001 in HR
- › 2.4 Analyze the Impact of ISO 9001 on HR Processes and Employee Engagement
- › 2.5 Develop an Action Plan for Integrating ISO 9001 into HR Practices
- › 2.6 Evaluate Success Metrics for ISO 9001 Implementation in HR

• 3 Implementing Quality Management Processes in HR — 6 classes

- › 3.1 Define Quality Management Principles in HR
- › 3.2 Identify Key HR Processes for Quality Management
- › 3.3 Develop Standard Operating Procedures for HR Functions
- › 3.4 Implement Quality Control Measures in HR Processes
- › 3.5 Evaluate Performance Metrics for HR Quality Management
- › 3.6 Conduct Continuous Improvement Strategies in HR Practices

• 4 Measuring and Evaluating HR Performance Metrics — 6 classes

- › 4.1 Define Key HR Performance Metrics
- › 4.2 Collect Data for HR Metrics Assessment
- › 4.3 Analyze HR Performance Data Trends
- › 4.4 Interpret the Impact of Metrics on HR Strategy
- › 4.5 Develop Action Plans Based on HR Metrics Analysis
- › 4.6 Present HR Performance Metrics to Stakeholders

• 5 Continuous Improvement and Leadership in HR Quality Management — 6 classes

- › 5.1 Understand the Fundamentals of Continuous Improvement in HR
- › 5.2 Identify Key Leadership Traits for Fostering Quality Management
- › 5.3 Analyze the Role of Feedback in HR Continuous Improvement
- › 5.4 Implementing the Plan-Do-Check-Act Cycle in HR Processes
- › 5.5 Evaluate the Impact of Leadership on HR Quality Initiatives
- › 5.6 Develop a Continuous Improvement Plan for HR Management

• 1 Understanding ISO 9001 and Its Relevance to HR Processes — 6 classes

- › 1.1 Explore the Fundamentals of ISO 9001
- › 1.2 Identify Key ISO 9001 Principles Relevant to HR
- › 1.3 Analyze the Impact of ISO 9001 on HR Processes
- › 1.4 Evaluate HR Alignment with ISO Quality Standards
- › 1.5 Develop HR Strategies Integrating ISO 9001 Guidelines
- › 1.6 Implement Continuous Improvement in HR through ISO 9001

• 2 Aligning HR Strategies with ISO Quality Management Principles — 6 classes

- › 2.1 Identify Key ISO Quality Management Principles Relevant to HR
- › 2.2 Assess Current HR Strategies Against ISO Standards
- › 2.3 Develop HR Goals Aligned with ISO Quality Objectives
- › 2.4 Implement Continuous Improvement Initiatives in HR Practices
- › 2.5 Measure and Evaluate HR Performance Using ISO Metrics
- › 2.6 Create an Action Plan for Sustaining ISO Alignment in HR

• 3 Integrating HR Functionality into ISO 9001 Framework — 6 classes

- › 3.1 Understand the ISO 9001 Framework and Its Relevance to HR
- › 3.2 Identify Key HR Processes Aligned with ISO 9001 Standards
- › 3.3 Develop Quality Objectives for HR in the ISO Context
- › 3.4 Implement Effective Documentation Practices for HR Compliance
- › 3.5 Assess HR Performance Metrics in Relation to ISO Standards
- › 3.6 Create a Continuous Improvement Plan for HR Processes

• 4 Implementing ISO-Driven HR Policies and Procedures — 6 classes

- › 4.1 Analyze Current HR Policies Against ISO Standards
- › 4.2 Identify Gaps and Opportunities for ISO Integration
- › 4.3 Design ISO-Compliant HR Procedures for Recruitment
- › 4.4 Develop Training Programs Aligning with ISO Quality Principles
- › 4.5 Implement Continuous Improvement Strategies in HR Processes
- › 4.6 Evaluate HR Policy Effectiveness Through ISO Feedback Mechanisms

• 5 Evaluating HR Performance in Line with ISO Objectives — 6 classes

- › 5.1 Analyze Key ISO Objectives in HR Performance
- › 5.2 Identify Performance Indicators for HR Alignment with ISO Standards
- › 5.3 Evaluate Current HR Practices Against ISO Quality Criteria
- › 5.4 Develop Action Plans to Improve HR Performance Alignment
- › 5.5 Implement Measurement Tools for HR Performance Assessment
- › 5.6 Communicate HR Performance Results to Stakeholders