



UNDERSTANDING AND IMPLEMENTING ISO 9001:2015 QMS



1 January 7-8, 2026 (Wednesday-Thursday)
8.45 am – 5.00 pm **FMM Institute, Perak**

This comprehensive introduction to the ISO9001:2015 standard, demystifying its core principles, structure and requirements to build a solid foundation for a Quality Management System (QMS).

...COURSE CONTENTS...

Module 1 : Introduction

Module 2 : Clause 4-Context of the organization

- SM2.1-Understanding of the organization and its context
- SM2.2-Understand the needs and expectation of interested parties
- SM2.3-Determining the scope of the quality management system
- SM2.4-Quality management system and its process

Module 3 : Clause 5- Leadership

- SM3.1-Leadership and commitment
- SM3.2-Policy
- SM3.3-Organization roles, responsibilities and authorities

Module 4 : Clause 6-Planning

- SM4.1-Actions to address risks and opportunities
- SM4.2-Quality objectives and planning to achieve them
- SM4.3-Planning of changes

Module 5 : Clause 7-Support

- SM5.1-Resources
- SM5.2-Competence
- SM5.3-Awareness
- SM5.4-Communication
- SM5.5-Documented information

Module 6 : Clause 8-Operation

- SM6.1-Operation planning and control
- SM6.2-Requirements for products and services
- SM6.3-Design and development of products and services
- SM6.4-Control of externally provided process, products and services
- SM6.5-Production and service provision
- SM6.6-Release of product and services
- SM6.7-Control of nonconforming outputs

Module 7 : Clause 9-Performance evaluation

- SM7.1-Monitoring, measurement, analysis and evaluation
- SM7.2-Internal Audit
- SM7.3-Management Review

Module 8 : Clause 10-Improvement

- SM8.1-General
- SM8.2-Nonconformity and corrective action
- SM8.3-Continual improvement

...TRAINER...

MS ERICA CHONG MEI KUEN is an accredited trainer with extensive experience in manufacturing operations, quality management systems, and organisational development. With over 20 years of professional expertise, she has successfully developed, implemented, and monitored impactful operational strategies and training programmes that drive efficiency, compliance, and employee engagement. Her specialisations include Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practices (GMP), ISO 9001 Quality Management System (QMS), internal auditing, and scheduled waste management. Erica is also skilled in leadership, communication, and team building, making her training sessions both practical and engaging.

Previously, serving as Plant Manager at B Plus Q Sdn Bhd for nearly two decades, she oversaw end-to-end operations across multiple departments, ensuring high standards of productivity and quality compliance. She has also held the role of Deputy QMR at Agensi Pekerjaan Philimore Sdn Bhd, where she contributed to ISO system development and auditing processes. Fluent in English, Malay, and Mandarin, Erica is well-equipped to deliver training to diverse audiences. She holds a Professional Degree in Chartered Secretaries and Administrators (MAICSA) and an Advanced Diploma in Commerce (Business Management) from Tunku Abdul Rahman College (TARC). Her mission as a trainer is to empower organisations with the knowledge, tools, and skills needed to achieve operational excellence and sustainable success.

...OBJECTIVES...

The primary course objectives are to equip participants with:-

- the ability to interpret the clauses of ISO9001:2015 accurately
- understand the process-based approach, risk-based thinking
- develop a practical roadmap for successful implementation within their organization.

...WHO SHOULD ATTEND...

This course is valuable for management, QMS implementation team members and department heads who are responsible for overseeing the creation and effectiveness of the QMS.

...TRAINING METHODOLOGY...

Interactive instructor-led lectures, where participants will engage in discussions to apply the standard's concepts directly to their own organizational context.

Closing Date: DECEMBER 31, 2025

...COURSE DETAILS...

Date **January 7-8, 2026 (Wednesday-Thursday)**
Time **8.45am - 5.00pm**
Venue **FMM Institute Perak**
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Medium of Instruction **English**

CPD **14 hours**

Fees **Members RM1,134.00/pax**

Non-Members RM1,296.00/pax

(Fees inclusive of Service Tax at 8%, Course Materials, Refreshment, Lunch and Certificate of Attendance)

...ADMINISTRATIVE DETAILS...

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider: **FMM Institute Perak** ■ MyCoID : **475427W_PERAK**
- HRD Corp Programme No: **Provided upon confirmation**

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.

REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed** as **confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

PAYMENT

- **Cheques** made in favour of "FMM Institute" should be forwarded to FMM Institute Perak.
- For **HRD Corp Claimable Course**, an **Attendance of 100% is a must**, in any case, **employers will be billed in full**.
- FMM Institute SST Registration No. **W10-1901-32000105**
- FMM Institute TIN No. **C10626805080**

CANCELLATION

Must be in Writing with Reasons ■ 7 days before the course – No payment charged ■ 3 – 6 days before the course – 50% payment charged ■ < 3 days before the course – Full payment charged ■ Participants who did not turn-up will be charged full payment ■ Replacements can be accepted at no additional cost.

~ Registration Form ~

UNDERSTANDING AND IMPLEMENTING ISO 9001:2015 QMS

FMM Institute
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

Dear Sir / Madam, please register the following participant(s) for the above programme.

1.	Name		Designation	
			HP No	
	NRIC		Email	
2.	Name		Designation	
			HP No	
	NRIC		Email	
3.	Name		Designation	
			HP No	
	NRIC		Email	

(Please attach a separate list if space is insufficient)

We hereby confirmed that *(Please tick (✓) in appropriate box):-*

- ☐ We **will be claiming from HRD Corp** and full payment would made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances
- ☐ We will **NOT BE CLAIMING from HRD Corp**. Enclosed cheque/bank draft No _____ for RM _____ being payment for _____ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name:	Designation:		
Company:	Tel:	Fax:	
Address:			
Email:	FMM Membership No		

Enquiries – please contact **Ms Vaani / Pn Eda / Ms Harvindar** ☎ (05) 548 8660 📠 (05) 548 8221 ✉ fmm_institute_perak@fmm.org.my