



安讯教育与科技有限公司
Axon Consultancy Sdn Bhd

ISO 9001:2015 QUALITY MANAGEMENT SYSTEM (QMA) AWARENESS TRAINING

TRAINING DETAILS

Duration : 1 Days

Training Hour : 9am to 5pm

RECOMMENDED PARTICIPANTS:

- All Employees — applicable to personnel from every department and function, as quality management involves all levels of the organization.



Axon Consultancy Sdn. Bhd.

(Co Reg no: 201701042497)

2-2, Plaza Usahawan Genting Kelang, Jalan Danau Naiga,
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Course Overview:

This 1-day mandatory awareness program introduces employees to the ISO 9001:2015 Quality Management System (QMS). Participants will gain a practical understanding of the standard's principles, structure, and key clauses — emphasizing quality culture, customer satisfaction, and continuous improvement. The course ensures that every team member understands their role in maintaining and enhancing the organization's QMS.

Course Objective

By the end of the program, participants will be able to:

- Define the concept of quality and explain the purpose and benefits of ISO 9001 certification.
- Understand the PDCA (Plan-Do-Check-Act) cycle and apply risk-based thinking in daily work.
- Identify the key ISO 9001:2015 clauses relevant to their job scope.
- Recognize the importance of Quality Policy, Objectives, and documented information.
- Support continual improvement through effective participation in audits, corrective actions, and performance monitoring.



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Methodology :

- **Interactive Workshops:** Hands-on learning to connect ISO concepts with real workplace practices.
- **Case Studies & Role Plays:** Applying the standard to simulated quality scenarios.
- **Group Discussions:** Encouraging cross-departmental collaboration and shared learning.
- **Gamified Activities:** Making compliance and documentation engaging and memorable.
- **Multilingual Support:** Materials available in English and Chinese for inclusive understanding.



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Course Outline: 1 Full Day (9:00 AM – 5:00 PM)

Module 1: Welcome & QMS Fundamentals

- Introduction & icebreaker activity
- Overview of ISO 9001:2015 and its relevance to the organization
- Setting learning goals and expectations

Module 2: Context & Leadership

- Clauses 4 & 5: Understanding organizational context and leadership responsibilities
- The role of top management and the Quality Policy
- Interactive discussion: “Leadership in quality culture”

Module 3: Planning & Risk-Based Thinking

- Clause 6: Risk-based thinking and quality objectives
- Group workshop: Identify one key risk and opportunity in daily operations

Module 4: Support & Resources

- Clause 7: Resource management and documented information
- Gamified activity: “Find the Doc” – linking procedures and records to scenarios

LUNCH BREAK



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Module 5: Operations – Daily QMS Practice

- Clause 8: Operational control, customer focus, and managing nonconformities
- Case study: Handling non-conforming products or services

Module 6: Performance Evaluation & Improvement

- Clauses 9 & 10: Monitoring, internal audits, and corrective actions
- Brainstorm: “If you were an auditor...” – Identifying improvement areas

Module 7: Wrap-Up & Next Steps

- Recap of key concepts
- Q&A and feedback session
- Commitment to continuous improvement

Expected Outcomes

Participants will return to their roles with:

- A clear understanding of ISO 9001:2015 requirements.
- Awareness of their responsibilities in the QMS.
- Enhanced motivation to uphold quality standards and continuous improvement.



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Trainer Portfolio: Ms Melbie Boo

HRDC Certified Trainer | Management Consultant | Destiny Coach

Melbie is a dynamic professional with **20+ years of experience** in auditing, consulting, workforce management, and corporate leadership. Beginning her career with **Deloitte**, she built a strong foundation in financial and process control auditing before advancing into senior management roles across manufacturing and hospitality industries.

She is recognized for her expertise in **regulatory compliance** (ESG, RBA, Dyson standards), **workforce resource management**, and the **design of SOPs for management systems** that help organizations achieve operational excellence. Beyond her corporate achievements, Melbie brings a unique dimension as a **metaphysical consultant in Qi Men Dun Jia**, empowering individuals and organizations to unlock potential through holistic strategies.

Key Expertise

- **Auditing & Compliance** –

Financial, process control, ESG, RBA, Dyson standards

- **Workforce Management** –

Manpower planning, logistics, worker accommodation

- **Training & Development** –

Tailored in-house programmes for skills & capability growth

- **Management Consulting** –

Compliance, operational improvement, and business growth

- **Metaphysical Coaching** –

Blending professional and personal development for success



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Professional Experience

Deloitte – Auditor (Financial Services)

Conducted financial and process audits, ensuring compliance and efficiency.

Audit Manager – Manufacturing & Hospitality

Led operational audits, streamlined processes, and improved compliance.

Group Senior Manager – Workforce Management & Compliance

Over 8 years of leadership in manpower planning, transport logistics, and worker accommodation, with strong focus on ethical compliance.

Key Achievements

- Developed and executed SOPs aligned with **AKTA446, Dyson, and RBA standards**
- Delivered transformative training that boosted employee performance
- Streamlined processes across sectors, driving measurable efficiency
- Led critical audits ensuring compliance with industry and ethical standards

Training & Consulting Approach

Melbie adopts a **holistic, client-focused approach**, integrating compliance expertise with efficiency-driven solutions. Her programmes inspire **organizational transformation** while fostering **sustainable success**



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