



IMPLEMENTING ISO 9001:2015 IN HEALTH INSTITUTIONS ADVANCED LEVEL

COURSE OBJECTIVE

This course focuses on enhancing the understanding and implementation of ISO 9001:2015 and quality management principles specific to healthcare settings. It will provide participants with methods and tools needed for effective implementation.

At the end of the course, participants:

- Will develop confidence to lead an ISO 9001 implementation project;
- Will be able to support health institutions in establishing, implementing, managing, maintaining and continually improving a Quality Management System based on ISO 9001:2015;
- Will be able to integrate ISO 9001:2015 requirements into the existing healthcare quality management systems;
- Will be able to drive continual improvement in healthcare processes, services and patient outcome through the use of ISO 9001:2015 principles.



Duration: 9 hours (3 sessions of 3 hours each)

Timing: Day 1, Monday February 19, 2024: 4:00 PM – 7:00 PM
Day 2, Tuesday February 20, 2024: 4:00 PM – 7:00 PM
Day 3, Wednesday February 21, 2024: 4:00 PM – 7:00 PM



Language: English



Audience: Maximum of 15 participants



Modality: in person



Registration [click here](#)

Prerequisites	Attending the basic level is a prerequisite for participating in the advanced level
Course Format	The course is divided into five (5) chapters and seven (7) sub-chapters. Each chapter begins with oral presentation depicting the theoretical notions followed by practical work or case studies applied to health institutions.
Course Topics	<ul style="list-style-type: none"> • Introduction to ISO 9001:2015 standard • Risk based thinking • Process based thinking • ISO 9001:2015 structure • Real case examples and exercises applied to health institution for each section of ISO 9001:2015 <ul style="list-style-type: none"> - Section 4: Context of the organization - Section 5: Leadership - Section 6: Planning - Section 7: Support - Section 8: Operations - Section 9: Performance Evaluation - Section 10: Improvement
Teaching Methods	<ul style="list-style-type: none"> • Oral Presentations • Discussions and Q&A • Case studies
Course Materials	Training material will be provided to participants in soft copy format
Evaluation Methods	Attendance & participation during the training



Pauline HANNA, Q Pulse Consulting

Pauline has an extensive experience in management consulting, food safety, regulatory affairs and quality, notably in food manufacturing. During her consulting missions at Q Pulse Consulting, her hands-on approach has helped organizations adhere to import/export regulations and setup

optimized pipelines and procedures, by:

- 1) Obtaining FSSC and ISO certifications,
- 2) Obtaining legal documents from official authorities
- 3) Issuing/updating labels for more than 100 SKUs, including nutritional claims and nutrition facts.

She has established food testing laboratory from scratch – microbiological and physico-chemical. She is a member in more than 10 committees at LIBNOR (Lebanese standards institution), including the committee for food additives and all food labeling committees, and is the representative of the “association of Lebanese industrialists” in the food additives committee.



Dima ABOU MOUSSA, Q Pulse Consulting

A passionate results-oriented professional, Dima has been honing her teamwork and management skills for more than 15 years. At the helm of her consultancy company, Q Pulse Consulting, she has induced a palpable quality pulse into the industry, helping more than 60 companies through training,

coaching, technical assistance and management consultancy.

She is a skilled professional and a relationship builder, founder of Q Pulse Consulting, with a proven track record managing internal and external stakeholders. She has an MBA, Masters in Food Chemistry and is the Lead auditor for ISO 9001, ISO 22000, ISO 45001, ISO 14001, BRC, Socio-economic Management applied to hospitals and Six Sigma topics.



Lara BOU DIB, Q Pulse Consulting

Lara has been a senior consultant at Q Pulse Consulting since 2012, where she has adeptly coached and guided companies across diverse sectors. Her expertise spans industries including, but not limited to, pharmaceuticals, food industries, caterers and restaurants,

steel and wood production, building material manufacturers, healthcare institutions, engineering, detergents and chemicals' manufacturing and many more. Lara's consultancy has extended to companies in Lebanon and Armenia, leveraging her extensive knowledge as a Quality and Food Safety expert. She holds the esteemed title of an FSSC 22000 lead auditor and possesses vast experience in implementing ISO 9001, ISO 22000, ISO 22716, ISO 45001, GMP and GSDP implementation. Completing her professional accomplishments, Lara has earned an executive MBA and holds a Master's in Industrial Technology and a Bachelor's degree in Biology. Additionally, she is a certified Business Coach.