Sterling ACADEMY

Build the competence. Prove it with confidence.

COURSE BROCHURE

PRACTITIONER TRAINING · QUALITY MANAGEMENT

ISO 9001:2026 Process Approach and Risk-Based Thinking Training

Self-paced online training (video) · 13 modules · about 3 hours of video, plus practice exercises · about 6 hours in total · English, with captions

Apply the ISO 9001:2026 process approach and risk-based thinking in depth: determine and map processes, define inputs, outputs and interactions, set criteria and owners, and manage risks and opportunities auditors will test.

WHO IT IS FOR

Quality managers, management representatives, process owners, internal auditors and consultants who design, run or audit an ISO 9001 quality management system and want to apply clauses 4.4 and 6.1 with confidence.

WHAT YOU WILL LEARN

- Explain the process approach, PDCA and risk-based thinking as ISO 9001:2026 sets them out
- Determine your processes and map their sequence and interactions
- Define inputs, outputs, criteria, resources, owners and indicators for each process
- Determine, analyse and evaluate risks and opportunities, and plan proportionate actions
- Evaluate and improve processes using data, audits and management review
- Prepare for the questions auditors ask about processes, risks and opportunities

MODULES (13)

1. Welcome: why processes and risks decide quality
2. The process approach in ISO 9001:2026
3. Determining your processes
4. Inputs, outputs and SIPOC
5. Sequence, interactions and hand-offs
6. Criteria, resources and owners
7. Documents and indicators
8. Finding risks and opportunities
9. Analysing and treating risks
10. Opportunities, changes and objectives
11. Evaluating and improving processes
12. How auditors test processes and risks
13. Putting it together, a road map and the exam

PRICE

US$99 per learner

Per learner, by team size

1–10 learners	**US$99**
11–50 learners	**US$79**
51–200 learners	**US$69**

Excluding taxes.

DURATION

About 6 hours in total (3 hours of video)

MODULES

13

FORMAT

Self-paced online training (video)

LANGUAGE

English, with captions

ACCESS

12 months

CERTIFICATE

Sterling Academy Certificate of Competence

Scan for the course page, prices and enrolment