

INTEGRATION WITH QUALITY TO ISO 9001

Course for Industry Professionals, ESG &
Sustainability Experts, Consultants, Corporates

Benefits of ISO 9001:2015, its clauses
and real-world practical experiences

07 Days

Mon-Fri: 06:00 PM to 08:00 PM

Sat: Doubt Session

Sun: Assessment Exam



**COURSE CONDUCTED BY
G C CONSULTANCY SERVICES**

Expert Faculty:

Ashutosh Kumar Srivastava

Ex Assessor NABCB/QCI | Assessor IAS | GBC AP | ASSOCHAM

GEMCP | Facilltator CII-IGBC | Lead Auditor: ISO 9001/

13485/14001/14064/14065/21001/22000/45001/500001 |

ILAC P15, GRI Certified Professional 2021 | CORSIA (ICAO) Expert

Fee: ₹15,000 + 18% GST

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■ ISO 9001 × Quality Matrices

Institutional Excellence • Transparency • Reform

■ Core Alignment Principles

- Customer Focus → Stakeholder Satisfaction (NPS, grievance redressal)
- Leadership → Governance & Accountability (Policy deployment, responsiveness)
- Engagement of People → Workforce Performance (Training, retention)
- Process Approach → Operational Efficiency (Cycle time, defect rate)
- Improvement → Innovation & Corrective Action (CAPA closure, ROI)
- Evidence-Based Decisions → Data Integrity (KPI accuracy, traceability)
- Relationship Management → Supplier Quality (Vendor compliance, SLA)

■ Clause-Level Mapping

- Clause 4: Context → Stakeholder mapping, risk register
- Clause 5: Leadership → Vision alignment, policy effectiveness
- Clause 6: Planning → Risk mitigation, objectives tracker
- Clause 7: Support → Resource adequacy, competency matrix
- Clause 8: Operation → Process performance, service quality
- Clause 9: Evaluation → Audit scorecard, feedback analytics
- Clause 10: Improvement → CAPA effectiveness, innovation

■ Implementation Strategy

1. Matrix Design – Modular QMS-aligned matrices
2. Data Integration – Dashboards & audit logs
3. Review & Calibration – Quarterly ESG/BRSR sync
4. Transparency Layer – Public-friendly outcomes

■ Strategic Impact

- Authenticates Quality Claims with traceable metrics
- Enables Reform by exposing systemic gaps
- Empowers Stakeholders via transparent dashboards
- Supports ESG Integration with SEBI's BRSR indicators