



UNDERSTANDING

ISO 10015:1999

Infomatics Consultancy

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Introduction

ISO 10015: 1999 emphasises the importance of human resource management and the need for appropriate training. They recognize that customers are likely to, both, respect and value an organization's commitment to its human resources, and its ability to demonstrate the strategy used to improve the competence of its personnel. Personnel at all levels should be trained to meet the organization's commitment to supply products of a required quality in a rapidly changing market place, where customer requirements and expectations are increasing continuously.

This International Standard provides guidelines to assist organizations and their personnel when addressing issues related to training. It may be applied whenever guidance is required to interpret references to "education" and "training" within the ISO 9000 family of quality assurance and quality management standards. Any references to "training" in this document includes all types of education and training. An organization's objectives for continual improvement, including the performance of its personnel, might be affected by a number of internal and external factors including changes in markets, technology, innovation, and the requirements of customers and other stakeholders. Such changes may require an organization to analyse its competence-related needs.

Features of ISO 10015:1999

ISO 10015:1999 has two crucially important features:

- ◆ It links training investment to organizational performance.
- ◆ it requires training to be based on pedagogical and organizational learning Principles.

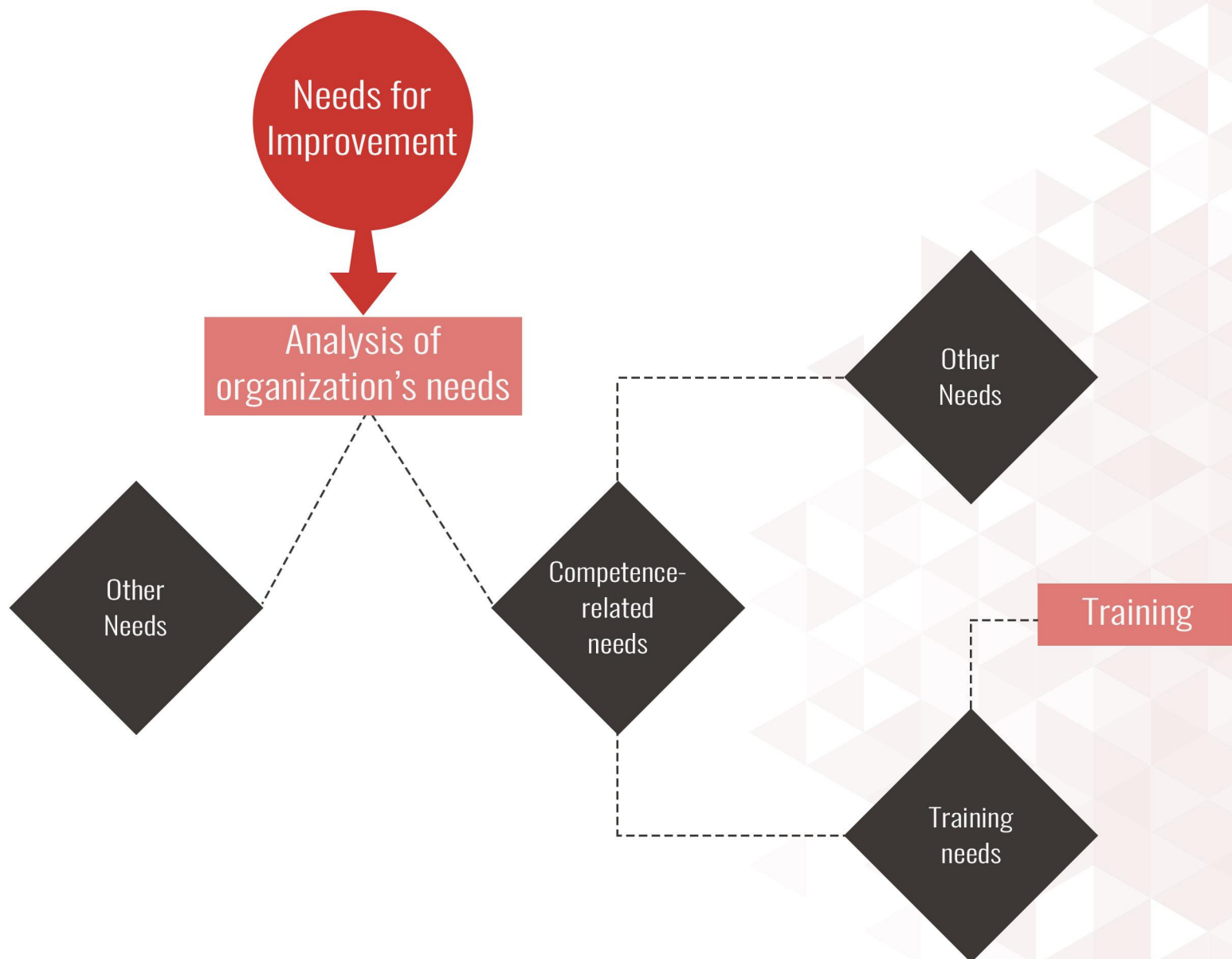
ISO 10015 defines training as a four-stage process:

- ◆ Identifying training needs.
- ◆ Designing and planning training content and delivery.
- ◆ Providing the training.
- ◆ Evaluating its outcome.

The input-output process of training of ISO 10015:1999



ISO 10015:1999 Methodology for Improving Quality of Training



Benefits of ISO 10015: 1999 Certification

- ◆ Offers guidance on training technology and organizational learning, focused on meeting quality training needs.
- ◆ Creates a highly efficient and effective business environment.
- ◆ Helps to Increase training satisfaction and employee retention.
- ◆ Enhances branding and marketing of the training organisation.
- ◆ Improves trainee motivation, awareness and morale.

We partner with your organization to achieve ISO 10015:1999 Certification:

We, at “**Infomatics Consultancy**”, are a team of highly skilled, qualified and motivated consultants and trainers, having vast industrial experience. We partner with organizations across the world to implement and achieve ISO 10015: 1999 certification. Our consulting approach is highly professional, time bound and effective, resulting in ease of implementation, and adds value to the business processes of the client organization. We provide ISO 10015:1999 training, consulting implementation and certification services in more than 40 countries, including India, USA, UK, Saudi Arabia, UAE, Europe & African nations.

Infomatics is committed to partner with you on your path to success and has comprehensive services that are aimed at helping the organization achieve the ISO 10015:1999QMS certification.

We enable organizations to align themselves for certification by:

- ◆ Systematically examining their operations and processes.
- ◆ Conducting a gap analysis and reviewing existing information and systems.
- ◆ Identifying applicable laws and regulations.
- ◆ Establishing a quality training policy and objectives.
- ◆ Designing and developing operation procedures.
- ◆ Identifying documentation requirements & developing effective documentation system.
- ◆ Training employees at all the levels on ISO 10015:1999.
- ◆ Assisting in the implementation of ISO 10015:1999 in the organization effectively.
- ◆ Providing assistance to successfully conduct an Internal audit.
- ◆ Helping the organization seek certification for ISO 10015:1999.

In addition to consulting (online & onsite), we provide the following trainings:

- ◆ ISO 10015:1999 Awareness Training
- ◆ ISO 10015:1999 Implementation Training
- ◆ ISO 10015:1999 Documentation Training
- ◆ ISO 10015:1999 Internal auditor Training

A man in a dark suit, white shirt, and pink tie is running up a set of concrete stairs. He is carrying a black briefcase in his right hand and has a determined expression. The background is a clear blue sky with some light clouds.

We Measure our **Success** by **Customer Success..**

And our Customers Make us Feel Very Successful..

Contact us at
info@iso-consultants.com
to get your organization
ISO 10015:1999 certified.