

This is a preview of "ISO 10015:1999". [Click here to purchase the full version from the ANSI store.](#)

First edition
1999-12-15

Quality management — Guidelines for training

Management de la qualité — Lignes directrices pour la formation



Reference number
ISO 10015:1999(E)

© ISO 1999

This is a preview of "ISO 10015:1999". [Click here to purchase the full version from the ANSI store.](#)

PDF disclaimer

This PDF file may contain embedded typefaces. In accordance with Adobe's licensing policy, this file may be printed or viewed but shall not be edited unless the typefaces which are embedded are licensed to and installed on the computer performing the editing. In downloading this file, parties accept therein the responsibility of not infringing Adobe's licensing policy. The ISO Central Secretariat accepts no liability in this area.

Adobe is a trademark of Adobe Systems Incorporated.

Details of the software products used to create this PDF file can be found in the General Info relative to the file; the PDF-creation parameters were optimized for printing. Every care has been taken to ensure that the file is suitable for use by ISO member bodies. In the unlikely event that a problem relating to it is found, please inform the Central Secretariat at the address given below.

© ISO 1999

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 734 10 79
E-mail copyright@iso.ch
Web www.iso.ch

Printed in Switzerland

This is a preview of "ISO 10015:1999". [Click here to purchase the full version from the ANSI store.](#)

Contents

	Page
Foreword.....	iv
Introduction	v
1 Scope	1
2 Normative reference	1
3 Terms and definitions	1
4 Guidelines for training	2
4.1 Training: A four-stage process	2
4.2 Defining training needs	3
4.3 Designing and planning training	4
4.4 Providing for the training	7
4.5 Evaluating training outcomes	8
5 Monitoring and improving the training process.....	8
5.1 General.....	8
5.2 Validation of the training process.....	9
Annex A (informative) Tables.....	10

This is a preview of "ISO 10015:1999". [Click here to purchase the full version from the ANSI store.](#)

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 3.

Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this International Standard may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

International Standard ISO 10015 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 3, *Supporting technologies*.

Annex A of this International Standard is for information only.

This is a preview of "ISO 10015:1999". [Click here to purchase the full version from the ANSI store.](#)

Introduction

The Quality management principles underlying the ISO 9000 family of standards (of which the ISO 10000 series form a part) emphasize 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. Figure 1 illustrates how training could be selected as an effective means of addressing these needs.

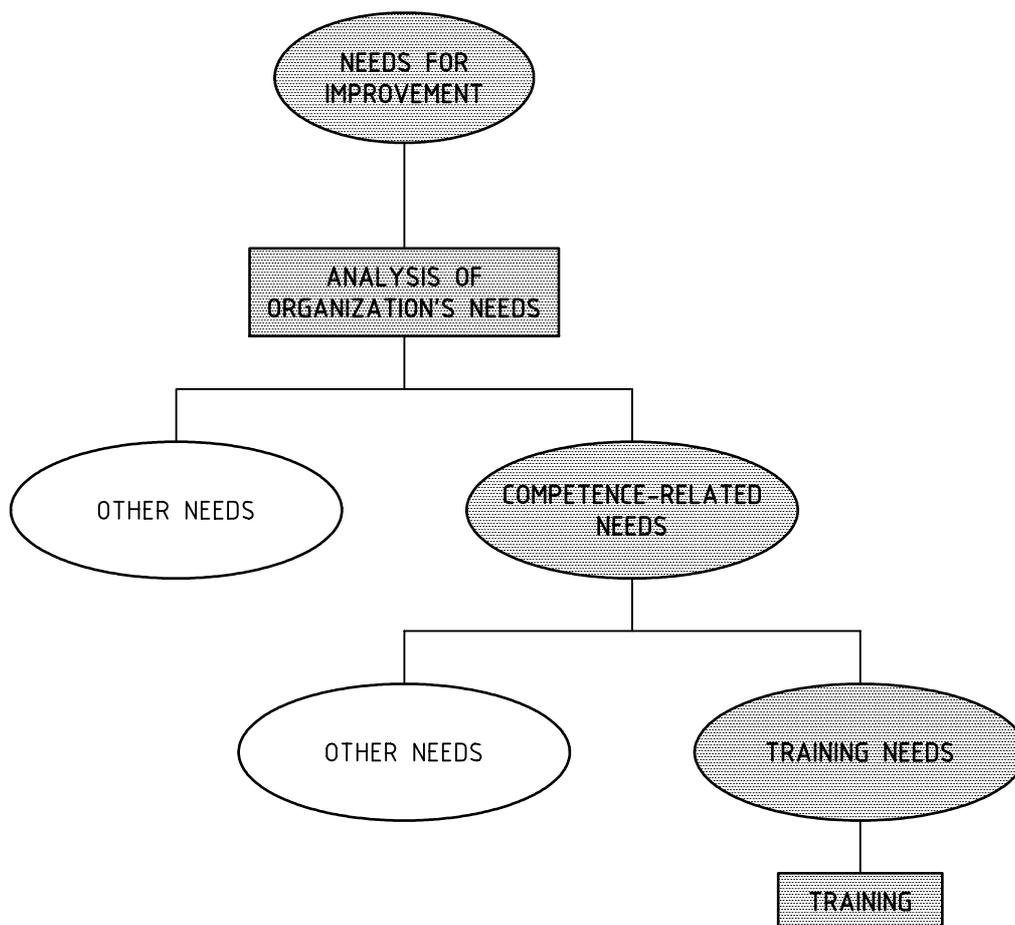


Figure 1 — Improving quality by training

This is a preview of "ISO 10015:1999". [Click here to purchase the full version from the ANSI store.](#)

The role of this International Standard is to provide guidance that can help an organization to identify and analyse training needs, design and plan the training, provide for the training, evaluate training outcomes, and monitor and improve the training process in order to achieve its objectives. It emphasizes the contribution of training to continual improvement and is intended to help organizations make their training a more effective and efficient investment.