# ANNEX 1.

**Training program to introduce Quality Management System ISO9001:2015 standard to** Social **Insurance Departments of** 8 Provinces

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| № | “Topic of training | Aug | Sep | Oct | Nov. | Dec | Form of  training | Duration | Eligible Employees |
| 1 | Basic training to  introduce ISO9001 standard |  |  |  |  |  | Online | 4 | Heads of Departments,  Bureaus, and all  employees |
| 2 | Management system  planning and QMS in relation to strategic planning of the organization |  |  |  |  |  | Classroom | 3 | Heads of Departments, Bureaus, and all employees  Consulting team |
| 3 | QMS and Risk-Based  Thinking |  |  |  |  |  | Opine | 2 | Heads of Departments,  Bureaus  Consulting team |
|  |  |  |  |  | Classroom | 2 |
| 4 | What is a process?  Create a process-based QMS  QMS process management |  |  |  |  |  | Online | 3 | Heads of Departments,  Bureaus  Consulting team |
|  |  |  |  |  | Classroom | 5 |
| 5 | Methodology for  document development within the organization's quality management  system |  |  |  |  |  | Online | 3 | Heads of Departments, Bureaus  Consulting team |
|  |  |  |  |  | Classroom | 5 |
| 6 | Establish key customer  service processes in the organization |  |  |  |  |  | Classroom | 4 | Heads of Departments,  Bureaus Consulting team |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 7 | Analyze non-compliance management or the root cause of the problem |  |  |  |  |  | Online | 2 | Heads of Departments, Bureaus  Consulting team |
|  |  |  |  |  | Classroom | 2 |
| 8 | Role of the participation of top management in implementation and continuous improvement  of QMS |  |  |  |  |  | Online | 2 | Heads of Departments, Bureaus and all employees  Consulting team |
| 9 | Resource management in QMS |  |  |  |  |  | Online | 1 | Heads of Departments,  Bureaus  Consulting team |
| 10 | Roles, responsibilities, participation and contribution of all employees in the implementation of the  QMS |  |  |  |  |  | Online | 2 | All employees |
| 11 | Internal audit training of quality |  |  |  |  |  | Classroom | 16 | Internal quality audit, audit team |
| 12 | Conducting an effective management system  analysis |  |  |  |  |  | Online | 2 | Heads of Departments, Bureaus  Consulting team |
| 13 | Preparation for the certification audit |  |  |  |  |  | Classroom | 2 | All employees |
| Total time | | | | | | | | 60 | |

# ANNEX 2.

**Training program to introduce Quality Management System ISO9001:2015 standard to Social Insurance Departments of 5 Districts**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| N | Topic of training | Sep | Oct | Nov. | Dec | Form of  training | Duration | Eligible employees |
|  | Basic training to introduce  ISO9001 standard |  |  |  |  | Online |  | Heads of Departments,  Bureaus, and all employees |
| 2 | Management system planning  and QMS in relation to strategic planning of the organization |  |  |  |  | Classroom | 3 | Heads of Departments,  Bureaus, and all employees Consulting team |
| 3 | QMS and Risk-Based Thinking |  |  |  |  | Online | 2 | Heads of Departments,  Bureaus  Consulting team |
|  |  |  |  | Classroom | 2 |
| 4 | What is a process?  Create a process-based QMS QMS process management |  |  |  |  | Online | 3 | Heads of Departments,  Bureaus  Consulting team |
|  |  |  |  | Classroom | 5 |
| 5 | Methodology for document  development within the organization's quality management system |  |  |  |  | Online | 3 | Heads of Departments, Bureaus  Consulting team |
|  |  |  |  | Classroom | 5 |
| 6 | Establish key customer service  processes in the organization |  |  |  |  | Classroom | 4 | Heads of Departments,  Bureaus  Consulting team |
| 7 | Analyze non-compliance  management or the root cause of the problem |  |  |  |  | Online | 2 | Heads of Departments, Bureaus  Consulting team |
|  |  |  |  | Classroom | 2 |
| 8 | Role of the participation of top  management in the |  |  |  |  | Online | 2 | Heads of Departments, Bureaus, and all employees |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | implementation and continuous improvement of QMS |  |  |  |  |  |  | Consulting team |
| 9 | Resource management in QMS |  |  |  |  | Online |  | Heads of Departments, Bureaus  Consulting team |
| 10 | Roles, responsibilities, participation and contribution of all employees in the  implementation of the QMS |  |  |  |  | Online | 2 | All employees |
| 11 | Internal audit training of quality |  |  |  |  | Classroom | 16 | Internal quality audit, the audit team |
| 12 | Conducting an effective management system analysis |  |  |  |  | Opine | 2 | Heads of Departments, Bureaus  Consulting team |
| 13 | Preparation for the certification audit |  |  |  |  | Classroom | 2 | All employees |
| Total time | | | | | | | 60 | |

# ANNEX 3.

**Relating to Social Insurance General Office, Dornod Province, Khan-Uul District’s Social Insurance Departments’ move from Quality Management System ISO9001:2008 standard to ISO9001:2015 standard training program**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| № | Topic of training | Sep | Oct | Nov | Dec | Form of  training | Hours | Eligible employees |
| 1 | How the implementation and performance of  ISO9001:2008 standard meet the requirements of ISO9001:2015 standard and analyze the difference |  |  |  |  | Online | 2 | Directors of the  organization All employees |
| 2 | Basic training to introduce ISO9001 to newly appointed employees |  |  |  |  | Online | 2 | Directors of the  organization All employees  Consulting team |
| 3 | Management system planning and QMS in relation to strategic planning of the organization |  |  |  |  | Classroom | 4 | Directors of the  organization  Heads of Divisions and Departments Consulting team |
| 4 | QMS and Risk-Based Thinking |  |  |  |  | Classroom | 3 | Directors of the  organization  Heads of Divisions and Departments Consulting team |
| 5 | Determining how the organization's mission,  vision, and quality policy meet the requirements of ISO9001: 2015 |  |  |  |  | Classroom | 3 | Directors of the  organization Consulting team |
| 6 | Analyze the implementation of process  mapping in compliant with the requirements of ISO9001: 2008 |  |  |  |  | Classroom | 3 | Heads of Divisions an Departments |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 7 | Analyze the implementation of procedures and guidelines developed in accordance with the requirements of ISO9001: 2008 |  |  |  |  | Online | 2 | Heads of Divisions and Departments  Consulting team |
|  |  |  |  | Classroom | 2 | Heads of Divisions and Departments  Consulting team |
| 8 | Analyze top-level process maps of the organization |  |  |  |  | Classroom | 2 | Directors of the organization  Heads of Divisions and Departments Consulting team |
| 9 | Analyze non-compliance management or the root cause of the problem |  |  |  |  | Classroom | 3 | Directors of the organization  Heads of Divisions and Departments Consulting team |
|  |  |  |  | Online | 1 |
| 10 | Role of the participation of top management in  the implementation and continuous improvement of QMS |  |  |  |  | Online | 2 | Directors of the organization  Heads of **Divisions and** Departments Consulting team |
| 11 | Resource management in QMS |  |  |  |  | Online | 1 |
| 12 | Roles, responsibilities, participation, and contribution of all employees in the implementation of the QMS |  |  |  |  | Online | 2 | All employees |
| 13 | Internal audit training of quality |  |  |  |  | Classroom | 10 | Internal quality audit, the audit team |
| 14 | Conducting an effective management system analysis |  |  |  |  | Online | 2 | Directors of the organization  Consulting team |



Preparation for the certification audit

Classroom

All employees

Total time

46