# ANNEX 1.

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

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| № | “Topic of training | Aug | Sep  | Oct | Nov. | Dec | Form oftraining | Duration | Eligible Employees |
| 1 | Basic training tointroduce ISO9001 standard |  |  |  |  |  | Online | 4 | Heads of Departments,Bureaus, and allemployees |
| 2 | Management systemplanning and QMS in relation to strategic planning of the organization |  |  |  |  |  | Classroom | 3 | Heads of Departments, Bureaus, and all employeesConsulting team |
| 3 | QMS and Risk-BasedThinking |  |  |  |  |  | Opine | 2 | Heads of Departments,BureausConsulting team |
|  |  |  |  |  | Classroom | 2 |
| 4 | What is a process?Create a process-based QMSQMS process management |  |  |  |  |  | Online | 3 | Heads of Departments,BureausConsulting team |
|  |  |  |  |  | Classroom | 5 |
| 5 | Methodology fordocument development within the organization's quality managementsystem |  |  |  |  |  | Online | 3 | Heads of Departments, BureausConsulting team |
|  |  |  |  |  | Classroom | 5 |
| 6 | Establish key customerservice processes in the organization |  |  |  |  |  | Classroom | 4 | Heads of Departments,Bureaus Consulting team |

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| 7 | Analyze non-compliance management or the root cause of the problem |  |  |  |  |  | Online | 2 | Heads of Departments, BureausConsulting team |
|  |  |  |  |  | Classroom | 2 |
| 8 | Role of the participation of top management in implementation and continuous improvementof QMS |  |  |  |  |  | Online | 2 | Heads of Departments, Bureaus and all employeesConsulting team |
| 9 | Resource management in QMS |  |  |  |  |  | Online | 1 | Heads of Departments,BureausConsulting team |
| 10 | Roles, responsibilities, participation and contribution of all employees in the implementation of theQMS |  |  |  |  |  | Online | 2 | All employees |
| 11 | Internal audit training of quality |  |  |  |  |  | Classroom | 16 | Internal quality audit, audit team |
| 12 | Conducting an effective management systemanalysis |  |  |  |  |  | Online | 2 | Heads of Departments, BureausConsulting 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**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| N | Topic of training | Sep | Oct | Nov. | Dec | Form oftraining | Duration | Eligible employees |
|  | Basic training to introduceISO9001 standard |  |  |  |  | Online |  | Heads of Departments,Bureaus, and all employees |
| 2 | Management system planningand 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,BureausConsulting team |
|  |  |  |  | Classroom | 2 |
| 4 | What is a process?Create a process-based QMS QMS process management |  |  |  |  | Online | 3 | Heads of Departments,BureausConsulting team |
|  |  |  |  | Classroom | 5 |
| 5 | Methodology for documentdevelopment within the organization's quality management system |  |  |  |  | Online | 3 | Heads of Departments, BureausConsulting team |
|  |  |  |  | Classroom | 5 |
| 6 | Establish key customer serviceprocesses in the organization |  |  |  |  | Classroom | 4 | Heads of Departments,BureausConsulting team |
| 7 | Analyze non-compliancemanagement or the root cause of the problem |  |  |  |  | Online | 2 | Heads of Departments, BureausConsulting team |
|  |  |  |  | Classroom | 2 |
| 8 | Role of the participation of topmanagement 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, BureausConsulting team |
| 10 | Roles, responsibilities, participation and contribution of all employees in theimplementation 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, BureausConsulting 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**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| № | Topic of training | Sep | Oct | Nov | Dec | Form oftraining | Hours | Eligible employees |
| 1 | How the implementation and performance ofISO9001:2008 standard meet the requirements of ISO9001:2015 standard and analyze the difference |  |  |  |  | Online | 2 | Directors of theorganization All employees |
| 2 | Basic training to introduce ISO9001 to newly appointed employees |  |  |  |  | Online | 2 | Directors of theorganization All employeesConsulting team |
| 3 | Management system planning and QMS in relation to strategic planning of the organization |  |  |  |  | Classroom | 4 | Directors of theorganizationHeads of Divisions and Departments Consulting team |
| 4 | QMS and Risk-Based Thinking |  |  |  |  | Classroom | 3 | Directors of theorganizationHeads 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 theorganization Consulting team |
| 6 | Analyze the implementation of processmapping in compliant with the requirements of ISO9001: 2008 |  |  |  |  | Classroom | 3 | Heads of Divisions an Departments |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 7 | Analyze the implementation of procedures and guidelines developed in accordance with the requirements of ISO9001: 2008 |  |  |  |  | Online | 2 | Heads of Divisions and DepartmentsConsulting team |
|  |  |  |  | Classroom | 2 | Heads of Divisions and DepartmentsConsulting team |
| 8 | Analyze top-level process maps of the organization |  |  |  |  | Classroom | 2 | Directors of the organizationHeads of Divisions and Departments Consulting team |
| 9 | Analyze non-compliance management or the root cause of the problem |  |  |  |  | Classroom | 3 | Directors of the organizationHeads of Divisions and Departments Consulting team |
|  |  |  |  | Online | 1 |
| 10 | Role of the participation of top management inthe implementation and continuous improvement of QMS |  |  |  |  | Online | 2 | Directors of the organizationHeads 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 organizationConsulting team |

Preparation for the certification audit

Classroom

All employees

Total time

46