

# Our Course Rollout Framework

Structured across the PDCA cycle · Accessible across all membership categories

Standards we are applying the course curriculums to:

ISO 9001

ISO 13485

ISO 9001/13485

ISO 14001

ISO 9001/14001

ISO 7101

ISO 45001

	P PLAN	D DO	C CHECK	A ACT
COURSES	<b>Planning Courses</b> Strategy & preparation	<b>Interview Courses</b> Execution & practice	<b>Internal Audit Courses</b> Review & evaluation	<b>Risk &amp; Change Implementation</b> Identify risks · Manage change
Customer Focused	Customer Journey Planning	Customer Interview Skills	CX Audit Fundamentals	Customer Risk & Change Mgmt
Leadership	Strategic Planning for Leaders	Leadership Interviews	Leadership Audit Reviews	Leading Risk & Change
Operational Excellence	Process Planning	Ops Interview Techniques	Operational Audit	Operational Risk & Change
Employee Advocate	Workforce Planning	Employee Interview Skills	HR Audit Essentials	Employee Risk & Change Mgmt
MEMBERSHIP	Customer Focused   Leadership   Operational Excellence   Employee Advocate → Each category spans all four PDCA phases			

A structured pathway from planning through to **risk identification & change implementation**

ONLINE LEARNING PROGRAM

# Course Standards Matrix

Courses available and planned across ISO standards · Status as of February 2026

✓ Available now   Q1/Q3 Planned launch   ✗ Not planned

	ISO 9001	ISO 13485	ISO 9001/ 13485	ISO 14001	ISO 9001/ 14001	ISO 7101	ISO 45001
Overview	✓	✓	Q3 2026	✓	Q3 2026	✓	Q3 2026
Executive Briefs	✓	✓	✗	✓	✗	✓	✓
Planning Courses	✓	✓	✓	✓	Q3 2026	✓	Q1 2026
Interview Courses	Q3 2026	Q1 2026	✓	Q3 2026	Q3 2026	Q3 2026	Q3 2026
Internal Audit Courses *	✓	✓	✓	Q1 2026	Q1 2026	Q3 2026	Q1 2026

Q1 launches targeted for early 2026 · Q3 launches targeted for mid 2026

\* A **Workshop** also exists for Internal Audit Courses, along with an **ISO 9001/13485 Design and Development** course

Visit [msi-international.com](https://msi-international.com) to explore all of our courses