

ISO 9001 Quality Management System at CMC Finland

CMC Finland’s training activities have awarded the [ISO 9001 Quality management certificate](#). The certificate covers the organising, quality management and development of all trainings.

Training is one of the statutory tasks of CMC – it ensures that Finland has qualified experts for international missions and operations. Trainings guarantee that the Finnish experts seconded to civilian crisis management tasks are well prepared and effective in their work, while being also able to ensure their own safety.

Creating standardised processes for organising trainings is an important tool to reach the abovementioned goal. These processes include, for instance, procedures related to planning and implementation of trainings, roles of different actors, training paths (the training path of civilian crisis management experts is depicted in the image below), as well as documents produced in the processes.

For CMC’s Training unit, the standardised processes are a tool not only for quality management, but also continuous learning and development. Training requirements and needs evolve over time. Standardising the processes through which these needs are identified, evaluated, and integrated in to planning trainings and courses guarantees the conformity and quality of trainings organised by CMC. In addition, the quality management system of CMC also includes the evaluation and development of processes related to training functions.

The ISO 9001 Quality management certificate was first awarded to CMC’s training activities in 2020. The certification was renewed for another triennial in March 2023.

