

Halderstone



Training module

Service Design & Development Control

Control service design and development, produce required evidence, and manage changes in line with ISO 9001 Clause 8.3



Are your services delivered inconsistently or fail to address customer requirements?

Overview

Services often evolve through experience and personal know-how, resulting in inconsistent delivery and difficulty scaling.

In this training module, participants explore how to recognise when service design and development requirements apply, how to define a service corridor that captures the essential features and parameters of a service, and how to plan design activities. They learn to translate inputs such as customer requirements and regulatory expectations into service characteristics, apply reviews, verification and validation, and manage design changes. The module builds a foundation for creating services that can be delivered consistently across teams and locations.



Target audience

- People involved in designing, building, operating, or improving a QMS aligned with ISO 9001
- Executives and department heads accountable for the effectiveness and performance of a QMS
- Those responsible for processes, policies, IT systems, risks, and controls related to quality management
- Auditors of ISO 9001 who want to deepen their understanding of management-side best practices (not audit technique)

Is this module for you?

It is a good fit for you if you...

- implement or operate ISO 9001 in a service organisation.
- rely on informal know-how rather than a defined service design baseline.
- struggle with inconsistent service delivery across teams or locations.
- need clearer control over service design changes and releases.
- want services to be defined, verified, and changed without over-documenting.

It may be less suitable for you if you...

- already operate a clearly defined, consistently controlled service design process.
- are not involved in governing, evidencing, or changing services.
- focus primarily on product design or engineering development.
- are looking for UX, customer journey, or service innovation methods.

Learning outcomes



Key outcomes

- Determine when service design and development requirements apply to a service
- Define a service corridor that captures the critical characteristics and constraints of the service
- Plan service design activities and involve the right stakeholders

Additional capabilities

- Translate inputs into service characteristics and measurable outputs
- Conduct reviews and apply verification and validation appropriate to services
- Control service design changes and maintain a reusable service definition

Agenda

Service design and development in ISO 9001

How ISO 9001 applies design and development controls to services and service changes, and how this module links with requirements management, service provision, and improvement

The Service Corridor: designing services end to end

How to design services across the customer outcome path and treat critical transitions between roles, teams, systems, and channels as core design elements

Planning service design and development

How to structure design stages, responsibilities, and interfaces, and apply proportionate planning based on impact, complexity, and change risk

Design inputs: from requirements to controllable service characteristics

How to consolidate customer, regulatory, and internal inputs into service characteristics, acceptance criteria, and continuity expectations across lifecycle transitions

Design controls for services: review, verification, and validation

How to use cross-functional reviews, verification, and validation to check service continuity, with pilots, trials, or simulations where needed

Design outputs and release to controlled service provision

How to define usable design outputs, hand over into Service Provision and Control with clear ownership, and support consistent service reliability

Managing service design changes

How to identify change triggers from performance, feedback, and incidents, assess transition impacts, and manage versioning, communication, and controlled release

Case-based workshop

Applying the learned concepts, methods, and approaches in a realistic case setting

Included materials

The background of the entire page is a low-angle photograph of several modern skyscrapers with glass facades, reaching towards a cloudy sky. The buildings are arranged in a way that creates a sense of height and depth.

Learning materials

- Slide deck
- Participant workbook

Templates & tools

- Example design and development process
- Service Corridor template
- Service design & development plan template
- Design change log template
- AI prompt set for service design & development

Confirmation

- Confirmation of participation

Preparation guidance

Assumed background

Participants should be comfortable discussing elements of operational control at a practical level. Helpful background includes basic understanding of:

- Process thinking including the importance of clearly defined roles and responsibilities
- The importance of documented information
- Operational objectives and controls
- Controlled change handling

Preparatory modules

Foundation (depending on background)

Useful if you are new to the underlying concepts

- Risk Management
- Improvement Management

Supporting (optional)

Helpful but not required to participate effectively

- System Framing
- Documentation & Knowledge Management

Logistics



Available languages

- English
- German

Standard delivery options

- Virtual live teaching
- Blended learning (e-learning + live)

Bespoke delivery options

- On-site delivery at your place
- Content adapted to your organization



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