

Demystifying ISO 9001

Our 1 day program provides participants with a fundamental appreciation of the management systems necessary operate an organisation in compliance with ISO 9001.

Course Content

- Introduction and Development of Quality
- Benefits of a management system
- Principles of Quality Management
- Overview of the standard including the new revised 2008 edition.

By the end of the course, participants should be able to:

- Understand the fundamental requirements of the **ISO 9000** series
- Identify situations within their own organisations that satisfy the quality management standards
- Identify processes within their own organisations that must be controlled or improved.

Quality Management Systems (ISO 9001)

Our 2 day program provides participants with a fundamental appreciation of the management systems necessary operate an organisation in compliance with ISO 9001:2000 and 2008 versions.

Course Content

- Development of Quality
- Benefits of a management system
- Process and Systems Approach
- Principles of Quality Management
- Explanation of each clause of the standard
- Process Mapping
- Implementing a quality system



Learning Outcomes

At the conclusion of this programme, participants should be able to...

- identify the quality management system requirements and principles then apply the requirements of this standard to an organisation.
- undertake performance improvement of the quality system

Achievement

Assessment for this course can also be conducted. On successful completion, participants will be issued with a **Certificate of Attainment** in:

RABQSA – QM Quality Management Systems