**ISO Training Report**

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**Preface**

This training is aiming to realize the ISO 9000 family quality management system.

**Abstract**

The ISO 9000 family which is belong to ISO quality management systems. Likewise, to achieve ISO 9001 certification is the entry coupon of organization manufacturing and make products into market circulation. The ISO 9000 family contains ISO 9000, ISO 9001, ISO 9002, ISO 9003, ISO 9004.

- ISO 9001 - Applicable to enterprises with the whole process of design, production, installation and service.

- ISO 9002 - Applicable to enterprises with production, installation and service but no design program in the whole production process.

- ISO 9003 - Applicable to enterprises with only final inspection and test procedures, but no design and production procedures.

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- ISO 9000 requirements

- Mandatory Requirements - Documents and Records

- Non-Mandatory Requirements - But often Included

- ISO Quality Management Systems(QMS)

- ISO 9000 Clauses

1. What is Customer/Supplier

- Customer Definitions

- Supplier Definitions

- How to sell your production or service to customer(skills and tips)

- Customer demands classification

1. ISO 9000 layer

**Body**

1. What is ISO 9000

ISO aka International Organization for standardization, ISO 9001 gives a list of requirements for a system that determines that a company is able to provide international quality products and services consistently. ISO 9000 explains the principles of the quality management system while ISO 9001 defines the requirements that an organization has to meet to gain certification, and also contains various definitions and terminologies that are integral to developing a proper understanding of the quality management concepts used by ISO 9001.

ISO 9000 major requirements include:

1. Meet with customers’ demands

Which is improves customer experience and satisfaction

1. Obey the laws and regulations

Which is the legal requirements

1. Accord with organizational regulations

Relevant with organization management

- Mandatory Requirements - Documents and Records

- Non-Mandatory Requirements - But often Included

- ISO Quality Management Systems(QMS)

- ISO 9000 Clauses

1. What is Customer/Supplier

To know who is customer and Identify customer requirements accurately is the basis of work evaluation

1. ISO 9000 layer - Do what you say, say what you do, prove it
2. QM - quality manual

Which is quality policy, briefly describe how the quality system meets the requirements of international standards

1. QSP - quality standard procedure

Include procedure file and relevant regulations for quality management,FYI, 5W1H

1. WI - work instruction

FYI, SOP and BOM, which is operational standards, inspection standard, show how to do it

1. Records

Various records, report forms, for collection work logs

**Conclusion**

This

**References**

ISO9000:

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