



Quality Management System & Advanced ISO 9001 Document Management

Overview

Document control and management is vitally important to any organization. It provides the means to share the correct information at the right time. Although this is a very desirable outcome, actually realizing these results is a significant challenge. To compound the challenges faced, business is continually changing with additional variables being introduced all the time (e.g., changes in staffing, changes in customer requirements, changes in management requirements, etc.). As a result, hundreds of hours are needlessly wasted attempting to manage documents.

Some challenges that this course will address include:

- Inability to search and quickly find desired documents
- Administering one "single source of truth" where all the latest and greatest versions of a document can be found
- Managing to rigorous internal and external compliance requirements
- Managing and tracking each change to documents
- Using the wrong version of a document
- Confusion due to the documents lack of consistency
- Unauthorized changes made and used in day to day operations
- Non-value added administration time in managing directories, files, and emails in order to coordinate the approval and distribution process.

The concept of document control is centered on the need to ensure traceability, good retrieval system, approvals (authority), legibility, protection and storage of documents and this is detailed in Clause 4.2.3 and 4.2.4 of ISO9001



Who should attend?

This course is ideal for existing Document Controllers on projects, those aspiring to take on this role as well as persons saddled with the responsibility of treating documents within an organization

Learning Outcomes include:

- Document Management Overview
- Quality Management System Documentation- ISO9001
- Management System for Records- ISO30301
- Essential Elements of Document Control
- Duties and Responsibilities of Document Controller
- Introduction to Ethical Hacking
- How to Set-up a DCC
- EDMS- Electronics Document Management System

Course contents:

Module 1:

Overview of Quality Management System Documentation - ISO9001 8, General Requirements, Documented quality policy and quality objectives, Quality Manual, Documented Procedures and Records Required by ISO9001, Documents and Records determined by the Organization for effective operations, Structure of Quality Management System (QMS), Typical Structure of QMS, Quality Policy and Objectives, Quality Manual, Mandatory Procedures and Records, Procedures and Records needed by the Organization to function effectively, Design of a Quality Management System, Introduction, Architectural Framework of a QMS,



Overview of Management System for Records (MSR) - ISO30301, The Meaning of MSR, The Structure of Management System for Records, Context of the organization, Leadership, Planning, Support, Operation

Performance Evaluation, The Seven (7) Principles of MSR

Module 2:

The Principles of Document Control, Document and Documentation, What is a document?, Type of Documents Document Control and its essential elements, Stamps - Document Controller Tools, Document Control Database Duties and Qualities of a Document Controller, Who is a Document Controller?, Duties and Qualities of a Document Controller, Filing and Numbering System, Filing System Document Numbering System, Simple flow of how to Set-up a DCC, EDMS - (Electronic Document Management System), Enterprise, Workflow, Imaging Ethical hacking, How to Be Ethical, Keeping It Legal.