



ISO 9001 Quality Assurance
Implementation



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ISO 9001 Quality Assurance Implementation, Assessment & Practice

Introduction:

Many organizations all-over the world have used the ISO 9001 quality management system standard as a framework for managing quality assurance within their operations and meeting the expectations of their customers. They have enjoyed the benefits of this structured approach to the control of risk and opportunities in their business. Quality Assurance in Practice will provide delegates with a sound understanding of a practical approach to developing quality assurance in their organizations. The course examines the well-known ISO 9001 framework as a foundation for developing quality assurance. The course goes on to look at the importance of risk based thinking, the PDCA approach and the process approach. Additionally, the course explores other importance aspects of developing a quality management system including the role of audit in organizational improvement and the development of document control to support your system are encompassed in this program.

Who Should Attend?

Quality Managers, Quality Assurance Engineers/Officials, Quality Engineers, Quality Improvement Professionals, Manufacturing/Process Engineers Project Managers, Corporate Managers, Executive Managers, Senior Managers, Middle Managers, Junior Managers, Human Resource Managers, Board of Directors, Entrepreneurs, Production Managers, Production Supervisors, Product Engineers, Inspectors, Line Leaders, Production Operators, Customer Service Professionals, Training Managers, Practitioners in the field of Quality Management, all those who are engaged in quality management implementation and improvement of organizational performance, those with an interest in quality management systems, those starting their career in quality management, staff who are involved in influencing, formulating or supporting the long term planning and strategy of the quality

department or organization, as well as those who are responsible for linking, measuring and improving the performance of others, Finance professionals who want to know more about quality assurance, Finance audit professionals who want to understand more about management systems auditing

Course Objectives:

By the end of this course delegates will be able to:

- State the benefits of audit in a quality management system and understand some of the practical requirements of management systems auditing
- State the benefits of the PDCA approach
- Understand the importance of risk based thinking in a quality management system
- Have an awareness of organizational context and what it means in the quality management system
- Practice audit techniques
- Appreciate the essentials of document control systems

Course Outline:

Designing and Implementing ISO 9001

- The PDCA approach
- Risk based thinking
- The organization and context
- Needs and expectation of interested parties
- Significance of effective leadership roles
- Role and responsibilities of leaders in ISO 9001
- Culture of quality the role of TQM

Planning and Operating a Quality Management System

- Establishing policies
- Planning for a quality management system
- Assessing risk and opportunity within a quality management system
- Supporting your system resources, competence
- Operations, planning and control

Audit as a Management Tool

- Management systems auditing
- The face of a systems auditor
- Requirements of ISO 19011 guidelines for auditing management systems
- Types of systems audits
- Planning audits
- Audit as part of performance monitoring and organizational improvement

Audit in Practice

- Developing a program of audits
- Planning an audit
- Opening meetings
- Audit questions and use of check lists
- Conducting the audit

Document Management in Your Quality Management System

- Building a document control system
- Document life cycles
- Consistency in document appearance, notation and circulation
- Maintaining the integrity of document controls
- Availability of documents to interested parties