



Quality Management Systems & Implementation (ISO 9001)

Introduction

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. International Standard ISO 9001 was prepared by Technical Committee ISO/TC 176, Quality Management and quality assurance, subcommittee SC2, Quality Systems.

ISO 9001:2000 is the third edition of ISO 9001. This third edition of ISO 9001 cancels and replaces the second edition (ISO 9001:1994) together with ISO 9002:1994 and ISO 9003:1994. It constitutes a technical revision of these documents. Those organizations which have used ISO 9002:1994 and ISO 9003:1994 in the past may use this International Standard by excluding certain requirements in accordance with 1.2 of the ISO 9001:2000 requirements.

ISO 9001 international standard specifies requirements for a quality management system when an organization

- a) Needs to demonstrate its ability to consistently provide product that meets customer and applicable regulatory requirements
- b) Aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirement

This course will enable the candidates to know the most important elements of a quality management system according to ISO 9001. They will independently establish and operate a QMS. This course is designed for management who want to find out more about the international standard and what it takes to get the organization certified to the international standard.



Who Should Attend?

Managers in general, Safety Managers, Quality Controllers, Any individual requiring a working knowledge and understanding of ISO 9001 standard, Quality Professionals, Consultants, Presidents, Vice Presidents, CEOs, ISO Coordinators, Management Representatives, Engineers, Supervisors, Laboratory quality professionals, Accredited auditors requiring the competency to audit Quality Management Systems

Course Objectives:

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

- Find out what the requirements are
- Discover the changes that have been made from the 1994 version
- Learn the intent of the requirements
- Learn how to get the most from implementing ISO 9001 in your organization
- Avoid making needless changes to your existing quality system
- How to plan for effective, efficient implementation
- Understand quality management definitions, concepts, and guidelines
- Understand the purpose of the ISO 9001 series
- Understand the requirements of the ISO 9001 standard
- Understand the eight Quality Management Principles
- Understand the process approach
- Auditing to requirements
- How to identify non-conformities
- Purpose and content of an audit report
- Understand key Quality Management Terminology
- Learn about PDCA, Process Management & Process performance measures
- Identify Quality Management Principles

Know about ISO 9001 requirements



Course Outline:

Quality and Quality Management

- Introduction
- Understanding Quality
- Origins of Quality Management Standards

What is ISO?

Global Awareness of ISO 9001

Structure of ISO 9000 standards

Benefits of Implementing ISO 9000

Quality Management Principles

Model of Process Approach

ISO 9001 Requirements

Guidelines for Implementing ISO 9001 System

ISO 9001 Implementation Methodology

Role of Management



Management Systems

- Goals of QMS
- Contents of QMS
- Methods of Formation
- Documentation

Structure and Contents of ISO 9000

- Definitions
- Quality Management System
- Management Responsibility
- Resource Management
- Product Realization
- Measurement, Analysis and Improvement

Planning a QMS

Designing a QMS

Implementing and Completing a QMS

Methods, Tools and Costs