



CQE Training & Consultancy Plt (Reg No. : LLP 0003668 LGN)

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ISO 9001: 2008 QMS Introductory & Awareness Training



Introduction

The new standard has probably already set in motion some changes to your organisation's quality management system. How well do you understand the principles and requirements of the new standards? Do you know how to transit your QMS to the new requirements? This programme guides you towards reviewing current systems, planning for change, implementing, monitoring and controlling your QMS in an effective and efficient way.

Objectives

Participants will learn

- ✓ the reasons and process for changing of the standard;
- ✓ how to interpret and identify the requirements of ISO9001:2008;
- ✓ the difference between the 2000 and 2008 versions;
- ✓ the principles and fundamentals required for effective documentation, implementation and maintenance of QMS ISO9001:2008; and

Also available as
in-house programme.

Who Should Attend

Executives, managers, quality professionals, management representatives; and internal and external auditors.

Learning Methodologies & Duration

2 days of interactive and practical session; incorporating case studies, group discussions and presentations.

Course Contents

Day 1

Development And Overview of the ISO9001 : 2008

The Inclusion of the 8 Management Principles Within the 9001 and 9004 (Clauses 1 – 5)

- Group Discussion : The implementation of changes of ISO definitions of Management Responsibility
- Group Presentation

Quality Management System Requirements (Clause 4)

- General requirements
- Documentation requirements – Quality Manual, Control of Documents and Records

Management Responsibility (Clause 5)

- Management Commitment
- Customer Focus
- Quality Policy
- Quality Planning
- Responsibility, Authority and Communication



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Day 2

Resource Management (Clause 6)

- Provision of resources
- Human Resources
- Infrastructure
- Work Environment

Product Realization (Clause 7)

- Planning
- Customer-related Processes
- Design and Development
- Purchasing
- Production and Service Provision
- Control of Monitoring and Measuring Devices
- Group Discussion and Presentation : The application of “**Permissible Exclusions**”

Measurement, Analysis And Improvement (Clause 8)

- General
- Monitoring and Measurement
- Control of Non-conforming Product
- Analysis of Data
- Continual Improvement, Corrective and Preventive Actions

Brief Auditing Techniques And Methodology

- Preparation in Document Review for meaningful audits of the Process Activities and their Interrelationship against ISO9001 : 2008

Annexes

- ISO9000 : 2005
- ISO9001 : 2008
- ISO9004 : 2009