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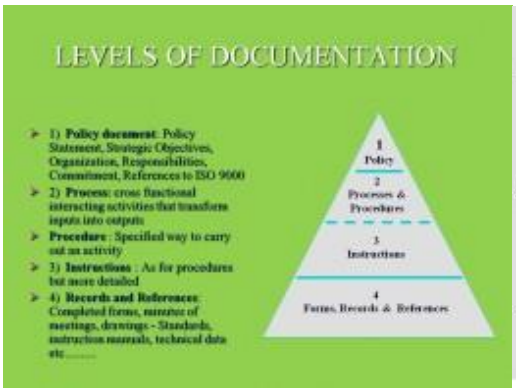
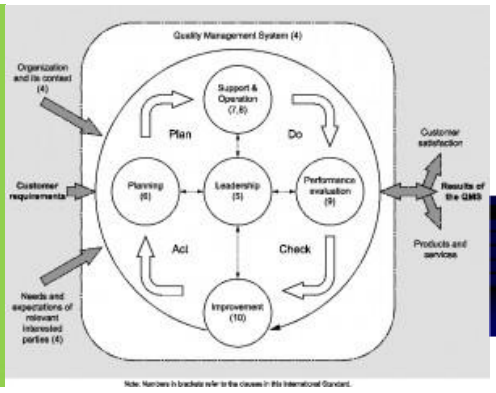
ISO9001:2015 QMS
Documentation Systems and Procedures
(In-House / Public Training Programme)





Introduction

Quality documentation is an important part of the whole ISO9001:2015 QMS implementation. Main purpose of the documentation is to classify relevant documents into their suitable tier to ease up documents management and maintenance. Key and imperative principles in preparing, implementing, cascading and maintaining is to ensure relevant important information are disseminated to right people, right place and right time. "We do what we write, and We write what we do" are the key focus in handling documents in any organization.

Learning Outcomes/Objectives

Also available as in-house programme.

The objective of this course is to provide delegates with the knowledge and skills needed for the development and maintenance of the documentation necessary to ensure an effective quality management system, tailored to the specific needs of an organization.

- Basic overview on ISO9001:2015 QMS standard and documented information requirements
- The sequence and interaction of processes required by ISO 9001:2015
- Achieve the ability to prepare, establish, implement, execute and maintaining quality documents (The 4 levels of Quality Documents)
- Writing formats, Process diagrams, Procedures, Work instructions, Forms and Quality records

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Program Contents :-

- ISO9001:2015 QMS Documentation – Standard Requirements
- Quality documentation – Necessary infrastructure and systems
- Document Control Centre (DCC)
- Levels and Types of Quality Documents – Quality Manual, Quality System Procedures, Work Instructions, Standard Operating Procedures, Records
- Document Control Systems – Purpose, Typical Format, Approval, Historical Documents & Records
- Recognize the value of good documentation
- Learn how to write effective documentation
- Identify steps for creating your documents
- Know how to adapt existing documents
- Understand good flowcharting techniques
- Understand record control requirements
- Practice writing quality system documents

Who should attend

*M*anagers, Engineers, Quality Practitioners and any member of an organisation who is required to carry out internal auditing on quality management system will benefits from this programme.

Methodology

*T*he program would be conducted by using the following materials / aids :-

- Course Notes
- OHP / LCD
- Case Study
- Group Activities
- Lecturettes

Duration

1 day