



QUALITY MANAGEMENT SYSTEM DEVELOPMENT - 1 DAY WORKSHOP

COURSE OBJECTIVES

To familiarise delegates with the tools and techniques involved in developing/simplifying a Quality Management System.

BENEFITS

Delegates benefit from a series of lectures and practical sessions about the process model approach to documented quality systems. By developing procedures, process maps and flow charts, using everyday situations, delegates become proficient in documenting systems which are based around the activities of the organisation. The course also addresses methods of providing document control over such systems and for maintaining them. All delegates will receive a comprehensive set of bound notes to accompany the course.

Delegates will also have the opportunity to discuss their own documented system with an experienced quality professional.

WHO SHOULD ATTEND

This workshop is appropriate for anyone with an interest in developing Management Systems. However, it is particularly relevant to anyone who needs to develop systems to meet the requirements of ISO 9001:2008.

IN-HOUSE COURSES

This course can be particularly effective when it is tailored to meet your organisation's needs and held on your premises or at a venue of your choice.

THE COURSE INCLUDES

- The benefits and pitfalls of documented systems
- Identifying Process - the Process Model
- Flowcharting/process mapping
- Developing a quality manual
- Writing procedures
- Procedure revision and document control

CONTINUAL PROFESSIONAL DEVELOPMENT (CPD points)

Completion of this structured workshop collects 7 CPD Hours.

CERTIFICATION

All delegates receive a certificate verifying successful completion of the course

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