



INTRODUCTION TO ISO 9001:2008 – 1 DAY DURATION

COURSE OBJECTIVES

To familiarise delegates with the requirements of ISO 9001:2008 and the process model approach to quality management.

BENEFITS

ISO 9001:2008 contains requirements for a quality management system, these requirements can be seen as rather complex and confusing to those who look at them for the first time. Organisations that have implemented, or plan to implement the standard will need to understand these requirements and how they impact upon them.

The course includes a series of lectures and workshops aimed at providing a clear understanding of the requirements and feedback on their interpretation. It also gives an opportunity for delegates to discuss specific requirements with an experienced quality professional.

The course provides the opportunity to discuss the standard and the expectations of certification bodies along with practical advice and support in plain English.

WHO SHOULD ATTEND?

Anyone employed by an organisation with a quality management system meeting the requirements of ISO 9001 or anyone setting out down this route.

IN-HOUSE COURSES

This course can be tailored to meet your organisation's needs and held on your premises or at a suitable venue of your choice.

THE COURSE INCLUDES

- Review and understanding of the format of the ISO 9000 series
- An understanding of the PDCA cycle and performance improvement
- An understanding of the clauses and requirements of ISO 9001:2008
- An overview of a typical quality management system
- The process model approach
- How to apply ISO 9001:2000 in a practical way

CONTINUING PROFESSIONAL DEVELOPMENT

Completion of this course will qualify for 7 CPD Points.

CERTIFICATION

All delegates will be awarded a certificate verifying attendance and completion of the course.

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