



Colin Partington Associates
TRAINING & CONSULTANCY

THE MODERN MANAGEMENT REPRESENTATIVE – A 1 DAY WORKSHOP

COURSE OBJECTIVES

To provide delegates with the key skills and knowledge in order to successfully fulfil the role of the management representative and how to get real benefits from your QMS.

BENEFITS

This interactive workshop introduces delegates to the real purpose of a modern quality management system and the management representative's role in achieving business benefits as well as satisfying the requirements of ISO 9001. Delegates benefit from a series of lectures and practical sessions that focus upon the key elements of managing a QMS. Delegates will establish a clear understanding of their role and responsibilities for the management of customer satisfaction and complaints, non-conformance handling, maintaining systems documentation, conducting management reviews, managing internal audits, setting quality objectives, data analysis and continual improvement.

WHO SHOULD ATTEND?

This workshop is appropriate for anyone with an interest in Quality Management Systems. However, it is particularly relevant to newly appointed Management Representatives.

IN-HOUSE COURSES

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

THE COURSE INCLUDES

- Modern quality management concepts
- The role of the Management Representative – developing a job description
- Managing internal audits
- Systems documentation control and maintenance
- Monitoring, measurement and analysis
- Complaints management and customer satisfaction
- Continual improvement
- Establishing quality objectives
- Conducting effective management reviews

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.

Contact Colin Partington

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