



## Learning Outcomes

Upon course completion, participants will be able to:

- Understanding Quality Concepts, the purpose and rationale for a QMS
- Understanding the PDCA cycle
- Describing the benefits of a QMS
- Understanding the Quality Management Principles and their application in organizations
- Applying the Process Approach in a QMS
- Implementation of ISO 9001 standard requirements development.

## Who Should Attend

- Professionals who face the challenges of helping their organization focus and deploy common goals, strategies, plans, and customer requirements
- Management representatives
- Persons involved in defining, planning, or implementing an ISO 9001:2008 quality management systems
- New and experienced people in quality who want to use the QM framework and proven approaches and tools to be more effective on the job

# Understanding ISO 9001:2008

## COURSE DESCRIPTION

ISO 9001 is the global benchmark for providing assurance of an organization's ability to satisfy quality requirements and enhances customer satisfaction in supplier-customer relationships.

ISO 9001 is a management system designed to enhance your company's business procedures, increase the value of your products, improve your customer service, and your company's efficiency

ISO 9001 is the most well known and recognized quality management standard worldwide, it defines a set of requirements for your system, and registration indicates that the company has achieved that minimum standard.

More and more companies in both public and private sectors seek suppliers who have ISO 9001 based quality management systems. It is therefore an area that cannot be ignored.

Participants will engage in activities that create an understanding of each standard element and its benefits for their organization and for them as participants in a Quality management system.

Learn How to improve customer satisfaction through the understanding and application of the international quality standards; and develop a business management system control plan

## COURSE OUTLINE

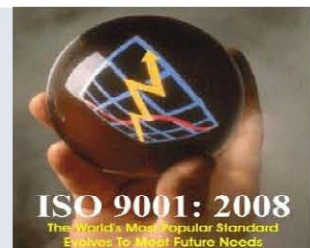
- Understand quality management definitions, Concepts and guidelines
- Study the scope and purpose of ISO 9001
- List the ISO 9000 series family of standards
- Understand the use of the ISO 19011 standard
- Recognize the benefits of a quality management system and ISO 9001
- The structure of the ISO 9000:2008 series of standards
- Discuss the requirements of the ISO 9001:2008 Standard and its application
- Identify the main changes between the 2000 version and the 2008 version of the standard
- Identify responsibilities for quality systems
- Identify key processes, including process mapping, and techniques required in fulfilling the standards
- Implementation procedures for achieving ISO 9001:2008  
Working in groups, practice real world skills necessary to successful implementation of an effective, ISO conformant quality management system

**COURSE DURATION:** 3 Days

**TRAINING HOURS:** 15 hrs

**MINIMUM NO. OF TRAINEES:** 15

**LANGUAGE:** English / Arabic



**ISO 9001: 2008**  
The World's Most Popular Standard  
Evolves To Meet Future Needs