



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.

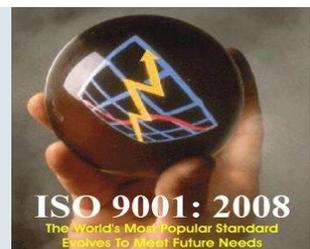
Learn How to improve customer satisfaction through the understanding and application of the international quality standards; and develop a business management system control plan

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

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





ISO 9001:2008 Internal Audit

COURSE DESCRIPTION

Auditing is critical to compliance. It also ensures that you maximize the benefits that implementing ISO 9000 can bring.

This intensive course provides an understanding of auditing quality management systems the practical knowledge, tools and actual auditing experience for planning and scheduling an audit program for ISO 9001:2008

Participants will learn about auditor conduct and the different roles of an auditor, including how to structure and plan an effective audit, and how to evaluate and communicate audit findings.

Provide participants with sufficient training that will permit them to function immediately as members of a quality management systems audit team

This is an interactive workshop blending classroom instruction and simulated audit processes that leads delegates step-by-step through each stage, taking auditing from theory to practice.

COURSE OUTLINE

- An Overview on requirements of ISO 9001:2008 standard
- International Auditing Standards
- Introduction to the Audit system and its requirements
- Recognize the principles, practices, types of audits and Audit Responsibilities
- Conduct all phases of an internal audit (plan, execute, report, record, follow up, closure)
- Internal Audit and External audit
- Principles of planning and controlling audits
- Opening Meeting Agenda
- Estimate time and resource requirements
- Confirmation of Audit Plan / Audit Arrangement / Clarification
- Nonconformity Statements and Audit Summary
- Reviewing Audit observations
- Closing Meeting Preparation, Agenda
- Prepare and present effective reports and use checklists
- Corrective Action and Follow Up

Who Should Attend

- Individuals interested in conducting, managing, or participating in first-party audits
- Quality control managers
- Quality assurance representatives
- ISO Coordinators / Team Members
- Individuals who want to become internal auditors for their company under ISO 9001:2008

