



ISO 9001:2000 QMS Management Overview

#SQAc001

0.5 day (9:00 am – 12:00 pm) or (1:00 pm – 4:00 pm) *At Your Site*

Course Overview:

This course will develop your basic understanding and knowledge of the ISO 9001:2000 Quality Management System (QMS) requirements.

ISO 9001 is based on 8 principles and the key concept of continual improvement (PLAN-DO-CHECK-ACT). The 8 principles are the morals and values which need to be adopted by your company to make it successful:

1. **Customer Focus:** Understand and meet customer needs and expectations.
2. **Leadership:** Provide unity, direction and the company environment necessary to meet business goals.
3. **Involvement and People:** use the skills and expertise of the organization to meet business goals.
4. **Process Approach:** Manage resources and activities as a process.
5. **System Approach to Management:** Coordinate your process activities to enable your company to operate effectively and efficiently.
6. **Continual Improvement:** Make continual improvement one of the permanent objectives of your company.
7. **Factual Approach to Decision Making:** Ensure your company uses data generated from measurement and learning activities to make decisions.
8. **Mutually Beneficial Supplier Relationships:** Use partnership arrangements to enhance value added relationships for both buyer and seller.

Who Will Benefit:

- Anyone within a manufacturing or a service environment who is working with ISO9001
- Ideal for those starting a quality product
- Anyone needing a refresher course (management and/or employees)
- Individuals with little or no knowledge of ISO9001 and want to improve their understanding of the requirements & responsibilities

What is covered?

Understanding ISO9001:2000 Quality Management System covers the:

- 8 Quality Management Principles
- What is a Process? Process Approach?
- What are the ISO9001 family of standards and guidelines?
- ISO9001:2000 Quality Management System
- Introduction to ISO9001 requirements – Benefits, application, what to look for in your system
- What policies, procedures, and record keeping are required?

Course Materials:

- An ISO9001:2000 QMS matrix summarizing the requirements
- A listing of typical documentation and record keeping

Course Fee:

\$600.00 + 6% GST

- Note: up to 5 employees at your site (off-site office available at an additional cost);
- Additional employees may be included at an additional cost;
- Projector available at an additional cost