Introduction to **ISO 9001: 2008**

1 Day – Open Access Training

Ensure your management system **adds value to the organisation**

A management system is best considered as everything the organisation needs to ensure it achieves its objectives: processes, resources, structure and information. To be effective, any management system must not only ensure customer satisfaction, it must also help the company achieve its other objectives, including financial objectives.

ISO 9001 is the most well known and recognized quality management standard worldwide, it defines a set of requirements for your management system, and registration to the standard indicates that the organisations systems meet the requirements.

Course purpose & aims

This programme enables delegates to gain the knowledge and skills to understand ISO 9001. You will learn:

✓ How the PDCA cycle can be used to improve organisations

✓ What is the process approach and how can it be used to help develop a company's management system

✓ The background to the standard, the 8 principles. The main clauses and document structure

✓ The requirements for top management, Sales, Design, Purchasing, Manufacturing and Service Delivery

✓ The difference between corrective and preventive action and methods of assessing customer satisfaction

✓ What content should be in a quality manual, what documentation is required and how to decide where documentation is not necessary

✓ How to carry out a gap analysis, generate support for the programme and the 7 step approach to an ISO 9001 implementation project

Who is this course for?

Suitable delegates will be those who have been tasked with implementing a system, or those who need to understand more about ISO 9001 and management systems.

Ideal candidates should have some experience within their organisations, be able to plan tasks prior to carrying them out, and be able to communicate with others in the organisation. Prior knowledge of ISO 9001 is not required.

" I found the course really helpful with practical examples to help us move forward with our ISO 9001 implementation "

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What does the programme cover?

Programme includes:

Basic concepts

- How the PDCA (Plan Do Check Act) cycle can be used to improve an organisation

- What is the process approach and how it can be used to help develop a company's management system

- The management system as an enabler for achieving organisation goals

ISO 9001: 2008 overview

- The background to the ISO 9001:2008 standard - the 8 principles

- The main clauses and how they fit the PDCA cycle

- The structure of the standard

The standard in detail

- Identifying and documenting processes

- Documentation, records and control methods

- Requirements for top management

- Requirements for people, infrastructure and environment

- Developing the controls for manufacturing and service provision

- Systems audits, customer satisfaction and nonconformance

- Organisation improvement, including corrective and preventive action

Implementation

- How to carry out a gap analysis and get support for the programme

- How to define processes within the organisation

- The 7 step approach to an ISO 9001 implementation project

Course structure

The introduction to ISO 9001 programme consists of lecture based sessions, discussion group exercises and an interactive simulation of improving a process. Accelerated Learning approaches are extensively used to ensure rapid learning and maximum knowledge retention. Students are encouraged to share experiences from their own organisations with the training group

The programme is an innovative and effective method of ensuring delegates truly understand what ISO 9001 is about, and that they can apply what they have learnt during the programme. All course materials are provided in a full colour hard copy folder, with digital copies on CD for future reference, together with templates of useful forms and procedures.

Course certification

Upon successful course completion students will receive a certificate of training competence.

Prices

First delegate - **£295 + VAT**
Second delegate - **£265 + VAT**
Third & subsequent delegates - **£235 + VAT**

"Excellent instructor engagement, nice balance of theory and exercises. Content spot on for my needs"

"Very good course, tutor was top notch, very helpful with excellent knowledge of the subject"

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