



ISO 9001 : 2000 Awareness (1 DAY)

OBJECTIVES

- Provide an overview of the ISO 9000 standard (ISO 9001:2000) together with its accompanying guide (ISO 9004:2000)
- Introduction to Quality Management and Improvement together with a practical insight into the requirements of the standard
- Provide a brief guidance and practical advice on how to establish practical and effective documented Quality Management System

OBJECTIVE OUTLINE

- Principles and objectives of Quality Management, Quality Assurance and Total Quality.
- The origins and development of Quality Assurance Standards
- The Purpose, structure and content of the ISO 9000 family

METHODOLOGY

As a basic awareness course, it is comprised mostly of lectures with interpretation examples given by the tutor. To assist and gauge the level of participant understanding, a question & answer session as well as a test is included at the end of the course.

WHO SHOULD ATTEND

This course is intended for company personnel who are considering the development and implementation of a Quality Management System to ISO 9001 standard. It is also applicable for organisations which already have ISO 9001, 2 or 3 certification and need to update their awareness of the latest revision or to train new staff.

MAXIMUM PARTICIPANT

20 per session



ISO 9001 : 2000 DOC. & IMPLEMENTATION (2 DAYS)

OBJECTIVES

To provide guidance and practical advice on how to establish and structure a practical and effective documented Quality Management System (including the preparation of quality manuals/procedures etc.)

To advise participants on how to implement the system and prepare for third party certification in a cost effective manner. Documented systems are designed to reflect and control business processes and not necessarily on a clause by clause basis of ISO 9000.

OBJECTIVE OUTLINE

- The need for documented systems;
- Structuring a Quality System to meet ISO 9000 requirements;
- Flow Charting Techniques;
- Preparation of Quality Manuals and Procedures;
- Principles and practical guidance in document control;
- Implementing the Quality System;
- Achieving Third Party Certification;

METHODOLOGY

This course has a balance of lectures and workshops to assist attendees to interpret the Standard in practical situations together with question and answer sessions during which specific points of concern may be raised.

WHO SHOULD ATTEND

This course is intended for company personnel who are considering the development and implementation of a Quality Management System that meeting ISO 9000 (or equivalent quality system standards) to achieve third party certification, and is particularly relevant to the ISO 9000 steering group representative. Participants should have a reasonable understanding of ISO 9000 requirements prior to attending

NUMBER OF PARTICIPANTS

Maximum 20 per session



ISO 9001 : 2000 Internal Quality Auditor (2 DAYS)

OBJECTIVES

The requirements of the ISO 9000 Series of Quality Management require that appropriately qualified personnel perform the auditing task. The Auditing course not only provides the training necessary to meet these requirements in full, but also ensures that the audit techniques learnt contribute to continuous improvement.

OBJECTIVE OUTLINE

- Principles and Concepts of Quality Management;
- Quality Management System Requirements;
- Principles, Methodology, Preparation, Planning and Performance of Internal Audits;
- Audit sampling, Checklist Preparation, Interviewing Techniques;
- Non-conformities and Non-conformity Statements;
- Audit Reporting;
- Corrective Action Requests, Monitoring and Follow-up;

METHODOLOGY

This course has a balance of lectures, workshops sessions, case studies and incorporates a simulated “live audit” to maximise the learning process. This can be conducted in-house.

WHO SHOULD ATTEND

Any personnel with responsibility or authority for performing, receiving or managing Internal Quality Auditing Programs.

The proven technique of cross auditing between departments, operations or sites requires that personnel from a wide range of activities and functional areas receive proper training in audit techniques.

Personnel wishing to attend this course should have attended our introduction course or have previous knowledge of the ISO 9000 Series of standards (namely ISO 9001).

NUMBER OF PARTICIPANTS

Maximum 20 per session

**ISO 9000:2000 SERIES AUDITOR/LEAD AUDITOR
TRAINING COURSE (IRCA REG)
(5 DAYS)**

OBJECTIVES

The intensive course gives detailed and practical guidance on how to plan, manage and perform assessments of Quality Management Systems; an invaluable technique in the selection of Suppliers and monitoring of supplier's performance.

This course is registered by the IRCA (International Register of Certificated Auditors) and satisfies the formal training requirement for individuals seeking registration under the IRCA QMS Auditor / Lead Auditor or IATCA (International Auditor and Training Certification Association) Auditor/Senior Auditor Registration Scheme. This course is conducted by Certification auditors

OBJECTIVE OUTLINE

- Principles, Concepts, definitions of Quality, Quality Management, Quality Assurance, Quality Audits;
- Interpretation of ISO 9000 Series of Standards;
- Quality System Documentation;
- 1st, 2nd and 3rd Party Audits/ Assessments;
- Preparation and Performance of the Audit/Assessments;
- How to select the Audit sample, checklists, interviewing techniques;
- Non-conformities and Non-conformity Statements;
- Reporting the audits/assessments;
- Corrective Action, Monitoring and Follow-up;
- Auditor/Lead Auditor Qualification Requirements.

METHODOLOGY

This course combines a balance of lectures, workshops, case studies and 'role play' sessions to maximise the learning process. Participant involvement and understanding is continually monitored and a formal examination is included on the last day to determine capability and understanding.

WHO SHOULD ATTEND

For those who are likely to be engaged in the external assessment of suppliers, this course provides a valuable insight into building techniques and practices. The examination is necessary for registered IRCA (QMS) Auditor/Lead Auditor and IATCA Auditor/Senior Auditor status. For manager, this course provides a good grounding in the principles and requirements of Quality Management. It also provides an awareness of what to expect during the third party certification process.

All delegates are expected to have an understanding of the content, application and implementation of the ISO 9000 Series of Standards (namely ISO 9001) before attending this course.

NUMBER OF PARTICIPANTS

Maximum 20 per session