

ISO 9001

Course Profile

Outline:

This training course is designed to provide basic knowledge in quality management systems and the requirements of ISO 9001.

Objectives:

At the end of this course participants should be familiar with:

- the concepts of quality;
- the concepts of management in relation to quality; and
- ISO 9001 requirements.

Topics:

- What is Quality?
- Quality concepts.
- Management concepts.
- ISO 9001 requirements.
- Review of existing systems.

Participants:

Personnel with basic management and/or administrative skills and knowledge, and who will be required to play a role in the establishment, implementation and/or maintenance of a quality management system within their organisation.

Duration:

This course can be run over:

- one day (for between 4 to 12 participants); or
- two days (for between 6 to 24 participants).

Presenters:

All presenters of this course hold formal nationally-recognised auditing qualifications in quality management systems and are experienced trainers and facilitators.

Resources:

All participants will be supplied with a copy of the training material presented.

Typically, participants will be expected to bring a copy of ISO 9001 (for the practice session), a copy of their organisation's quality management system (if possible and practicable), along with any necessary writing material for personal use.

Assessment:

Participants will be assessed by the presenter through their performance in practice sessions, and the results of a written test.

Participants who successfully complete the course will be issued a "Certificate of Achievement".