

This one-day course is designed to provide delegates with a thorough knowledge of the ISO9001:2008 quality management system standard and its implementation requirements.

## Introduction

This one-day training enables participants to be familiar with the basic concepts of implementation and management of a Quality Management System (QMS) as specified in ISO 9001:2008. The participant will learn the different components of a QMS, including the QMS quality manual, required procedures, records, measuring performance, management's commitment, internal audit, management review and continual improvement.

#### Who Should Attend?

This course is invaluable for those who are quality managers currently managing a quality management systems and seeking to improve its performance. It is also invaluable for those who have a general need to know more about ISO9001:2008 and for those who are considering implementing an ISO9001:2008 based system.

## **Course Objectives**

To enable delegates to understand quality management within a business and to understand the principles of the ISO9001:2008 quality management system.

#### **Course Content**

- Quality Management System implementation
- Quality policy
- Background to Quality management
- Performance standards
- ISO9001:2008 requirements

### What Are The Benefits?

Attendees will develop a detailed understanding of the ISO9001:2008 requirements allowing them to make a judgement on whether this system is the best way forward. If you have already decided that ISO9001:2008 will be of benefit to your company then the course may help you to identify the requirements and pitfalls before you start, avoiding costly mistakes.

#### In-House Courses

Offering better value for money, they can be designed to closely match your specific requirements.

# Style of Delivery

The course involves a balanced combination of presentation and exercises to achieve the course objectives. Course leaders are trained in the field of quality management systems

### Certification

Delegates successfully completing the course will be awarded a certificate.