



Understanding an ISO-9001: 2008 Quality Management System

Course Objective:

Provide a clear understanding of 'process approach' required by the international standard
Provide information relevant to a successful implementation.
Discuss current practices and changes expected from implementation
Clarify and understand 'industry specific' additional requirements; if applicable

Course Outline:

Vision Power Leadership and ISO

Characteristics of a Total Quality Process

History of ISO (International Organization for Standardization)

'Key' sections of ISO 9001:2008

- ***Process Philosophy***
- ***Introduction & Scope***
- ***Normative reference & Terms and definitions***
- ***Quality management systems***
- ***Management responsibility***
- ***Resource management***
- ***Product realization***
- ***Measurement, analysis, improvement***

Incorporate ISO 9004 for continual improvement

- ***Understanding the eight (8) Quality Management Principles***

Implementation --- Benefits and Pitfalls

Accreditation and Certification

- *Quality Management System Assessments and Audits*
- *What is Accreditation*
- *What is Quality Management System Certification*
- *What are the Advantages of the Third Party Certification*
- *The Certification Process*

Course Schedule:

*Two (2) days duration**

8:15 AM to 5:00 PM w/ 45-minute lunch

Evening work required

** Can be presented in 4 half-day sessions*