

**IMPLEMENTATION OF A QUALITY MANAGEMENT SYSTEM  
ACCORDING TO ISO 9001  
COURSE OUTLINE**

**Course objectives:**

The implementation by an organization of an effective quality management system can go a long way to ensure quality of products and services, their timely delivery as well as the reduction of costs. This course gives participants practical skills to put in place an appropriate quality management system for their organization in accordance with the requirements of the ISO 9000 standards. Auditing principles are also covered during the course. This course is suitable for Quality Managers, Production Managers, Quality Management Consultants and other professionals whose role it is to influence change and increase productivity in the organization. To successfully complete this course, one has to pass an examination.

**Course outline:**

- **What is Quality**
- **Origins and evolution of ISO 9000**
- **The structure of Quality Management systems**
- **The role of top management**
- **Introduction to the ISO 9000:2000 standards**
- **Clauses of ISO 9001:2000**
- **Documentation of Quality Management Systems**
- **Auditing**
- **Quality Improvement**
- **Implementation of a Quality Management System**

**Group work and presentations**

There are group work exercises seeking to consolidate the ideas learnt and finding a practical application of these.

Specific workshops are designed for this purpose. These are namely:

Workshop on process identification, workshop on documentation, workshop on statistical methods, workshop on auditing, workshop on problem solving and workshop on specific subject.

The group work exercises and their presentations, which are made by participants in front of the class, are designed to familiarize participants with techniques often demanded of the quality professional to fellow employees, company management and clients.

There is also a role play in which the participants have to demonstrate their understanding of the benefits of adopting and implementing ISO 9000 by arguing a case with 'top management'.

The course as a whole is practical oriented, following as much as possible the needs and expectations of participants earlier on gathered on day one of the course.

Participants will receive a pre-course exercise, which they will present during the course.

**Length of course:** 5 days

**Course fees:** As advertised