

# COURSE OUTLINE

## IMPLEMENTING ISO 9001:2000 FOR SMALL, MEDIUM AND MICRO ENTERPRISES

### AIM

Participants will learn:

- How to develop and implement ISO 9001:2000 in their organizations

### DURATION

3 days

### OBJECTIVES

This course explains the meaning of ISO 9000, the requirements, the implementation process, and covers how businesses can easily and efficiently satisfy customer requirements for quality control, quality assurance and quality management.

Participants will be able to undertake the following activities after training:

- State and explain briefly the ISO 9000 series of standards
- List the eight quality management principles
- Define the fundamentals of quality management
- Use the process approach model to develop their own quality management system
- Develop procedures and/or work instructions
- Understand the requirements of ISO 9001:2000

### CONTENT

#### **i. The fundamentals of quality management**

- *Definition of quality, quality management and quality management system*
- *The ISO 9000 series of standards*
- *The process approach to quality management system*
- *Quality management principles*

#### **ii. Quality management system – General**

- *Applications*
- *Definitions*
- *The quality management system*
- *Documentation*

#### **iii. Management responsibility**

- *Management commitment, customer focus and quality policy*
- *Planning*
- *Responsibility, authority and communication*
- *Management review*

**iv. Resource management**

- *Provision of resources*
- *Human resources*
- *Infrastructure*
- *Work environment*

**v. Product realization**

- *Planning of product realization*
- *Customer related processes*
- *Design and development*
- *Purchasing*
- *Production and service provision*
- *Control of monitoring and measuring devices*

**vi. Measurement, analysis and improvement**

- *General*
- *Monitoring and measurement*
- *Control of nonconforming product*
- *Analysis of data*
- *Improvement*

**WHO SHOULD ATTEND**

This course will be offered in Setswana and is suitable for:

- Business owners
- Supervisors
- Quality managers
- General employees
- Any individual with interest on quality management systems