

AWARENESS OF THE ISO 9001:2000 STANDARD COURSE OUTLINE

Course objectives:

The aim of the course is to equip participants (Business managers and personnel charged with improving the effectiveness of business management systems) with an overview of the requirements of the ISO 9001:2000 standard. Group work is included as part of this course to give the participant a practical appreciation of the ISO 9000 standards.

Course outline:

- **History of Quality**

The history of quality gives participants an overview of the evolution of the idea of quality and its management.

- **Origins of ISO 9000**
- **Why was it necessary to change?**
- **Goals for the new standards**
- **ISO 9000:2000**
- **8 Quality Management Principles**
- **4 Generic product categories**
- **Process model**
- **Clauses of ISO 9001:2000**
- **Group work and presentations**

Participants take part in group exercises, which help them to consolidate the what has been learnt.

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.

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

Participants are given a pre-course exercise, which they present during the course.

Length of course: 2 days

Course fees: As advertised.