

## INTRODUCTION TO ISO 9001:2008

### Purpose

This course is designed for people who may be involved in the implementation of the quality management system or policy within their organization, or for people who require an introduction to the ISO 9000 series standards and ISO 9001:2008 background knowledge of Quality Management Systems.

This course will equip delegates with an understanding of the development and application of Quality Management techniques and how the ISO 9001:2008 standard is interpreted and implemented.

### Duration

1 day

### Cost:

R2500 per person

### Description

Creation of a successful Quality Management System relies on more than reading the text in the standard; it demands an understanding of the requirements and a considered approach and application of the standard to the organisations requirements. This course gives an introduction to the most widely used standard for Quality Management in the world; ISO 9001. This course will provide trainees with an insight into the important features of quality standards and enhance their development and knowledge of the certification process.



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### Audience

This course is designed for all personnel that may have quality roles in their organisation, or wish to make a career change in to a quality role. It would also be useful for owners/managers or anyone wishing to understand and assess the impact and relevance of quality management to their organisations. Also useful to anyone who needs an introduction to quality assurance or those wishing to attend the 2-day Internal Auditor course without prior experience of quality systems.

### Course Content

- Background to Quality Assurance
- Setting quality objectives
- The ISO 9000 series standards
- Measurement and analysis
- Process based quality systems
- Continual improvement
- The 8 quality management principles
- ISO 9001:2008 clause requirements

### Course Outcomes:

- All delegates will have an in-depth knowledge of the requirements of ISO 9001:2008
- The delegates will be able to interpret and apply the standard to the work environment they are familiar with.
- The delegates should be able to obtain maximum benefit to their organization by optimizing the ISO requirements standard to improve their efficiency and effectiveness.

