

# UNDERSTANDING, DOCUMENTING AND IMPLEMENTING QUALITY MANAGEMENT SYSTEM

## COURSE OBJECTIVES

This course is designed to be a All-in-one programme to provide an understanding of the concepts and the role of Quality Management System Requirements, emphasising on the understanding the ISO 9000 : 2000 requirements; the international standard for Quality Management System

Many organisations consider the documentation requirements as a time consuming task which reduces their operational flexibility. A simple process will be demonstrated which is readily understood and brings improved business control. This training will provide participants with a good knowledge of the concepts and practical approaches to documenting an effective Quality Management System.

This training will provide participants with a good knowledge of the concepts and practical approaches to implement an effective Quality Management System. It takes participants through each of the steps from identifying customer needs an expectations and achieving certification.

## COURSE CONTENT

### Day 1

- ✚ The Overview of ISO 9000:2000 Series
- ✚ The introduction to Quality, Quality Management Systems and the formation of ISO9001: 2000 standards.
- ✚ Understanding the Business Process Participants will be guided to develop the Business Process for their own company
- ✚ ISO 9001:2000 QMS Requirements
- ✚ The introduction of the 5 clauses of ISO 9001:2000
- ✚ Understanding
  - a) Quality Management System
  - b) Management Responsibilities
  - c) Resource Management
  - d) Product Realization
  - e) Measurement, Analysis and Improvement
- ✚ Role of Quality System

## Day 2

- ✚ Setting up the Quality Management System Milestone
- ✚ Quality Management System Documentation
  - Developing the Quality Manual  
Participants will be guided to the format of the Quality Manual
  - Documenting Procedure  
Participants will be guided to the development of the Procedures
  - Developing Work Instructions and Support Documentation  
The introduction to the establishment of Work Instructions, Job Description, and records
  - Developing Quality Plan  
The introduction to the establishment of Quality Plan for their own industry
- ✚ Implementing the Quality Management System
  - That has been documented as per the ISO 9001:2000 Requirements.  
Walkthrough the quality management system Fine Tune the quality management system
- ✚ Reviewing the quality management system progress
- ✚ Preparation & performing internal audit
- ✚ Preparation & performing management review
- ✚ Introduction to the route of Certification to ISO 9001:2000
- ✚ Beyond ISO 9001:2000 Certification