



B48

ISO 9001:2008 QMS Requirements Workshop

Purpose

A Two-Day Work Shop on ISO 9001:2008 Quality Management Systems Requirements

Duration

2 days

Course contents

The Purpose and Intent of ISO 9001:2008

- ◆ The concept of "Consistent Pair" as applied to ISO 9001:2008 and ISO9004:2000 and terminology used.
- ◆ Describe the Eight Quality Management principles of ISO 9001:2008
 - Customer Focus
 - Leadership
 - Involvement Of People
 - Process Approach
 - System Approach to management
 - Continual Improvement
 - Factual Approach to Decision Making
 - Mutual Beneficial supplier Relationships
- ◆ Six Mandatory Procedures required by the Standard
- ◆ Quality Management System & Document Requirements (clause 4.0)
- ◆ Management Responsibility (Clause 5.0)
 - Quality Policy
 - Quality objectives
 - Responsibility & Authority
 - Management Reviews etc.
- ◆ Resource Management (clause 6)
 - Provision of Resources
 - Human Resource
 - Infrastructure
 - Environment
- ◆ Product Realization (clause 7.0)
 - Planning
 - Customer related processes
 - Customer communication
 - Design & Development
 - Purchasing
 - Controls of Product & service provision
 - Identification& traceability
 - Customer Property
 - Preservation
 - Control of Monitoring & measuring devices
- ◆ Measurement, Analysis and Improvement
 - Customer Satisfaction
 - Internal Audits
 - Monitoring & measurement
 - Control of NCR's
 - Analysis of data (SPC)
 - Corrective & preventive actions

Course Outcomes:

- ◆ All participants will have Knowledge of the requirements of ISO 9001:2008
- ◆ The Participant will be able to interpret and apply the standard to the work environment they are familiar with.

Comments from attendees:

- ◆ The lecture was very knowledgeable
- ◆ I wish to attend further courses in future because this was a real eye opener
- ◆ It was worth attending this course