



## **B48**

# **ISO 9001:2008 QMS Requirements Workshop**

### **Purpose**

A Three-Day Workshop on ISO 9001:2008 Quality Management Systems Requirements

### **Duration**

3 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