



- Quality Management ISO 9001
- Environmental Management ISO 14001
- Food Safety Management ISO 22000
- OHSAS 18000
- ISO Training
- ISO IMPLEMENTATION
- SHEQ Consulting
- HACCP (Food Safety)
- EUREPGAP



INTRODUCTION TO ISO 9001 2 Days

This course is designed for those who want to obtain a thorough knowledge and understanding of the ISO 9001:2000 Standard. The course is suitable for participants from all backgrounds, including but not limited to manufacturing, healthcare, government, education, financial services, and general services. Individuals who will be participating, conducting, and/or managing an organization's internal audit process are especially encouraged to attend. This course is appropriate for individuals in both public and private sectors.

Course Description

This course focuses on the following key areas: how the individual's roles and responsibilities contribute to the organization's quality management system, increasing revenue and market share through quality methods and timely customer response time, prioritizing improvement opportunities, measuring and analyzing data (including continual improvement data) within the organization, lowering costs and improving efficiency through optimum use of resources, determining and remaining focused on key improvement opportunities, optimizing costs and resources through a mutually beneficial supplier relationship, recognizing improvement opportunities within an organization, and auditing the individual's organization to promote quality and continual improvement efforts.

Prerequisites

Registrants are not expected to have prior knowledge of the quality management systems, or the ISO 9001: 2000 Standard before attending this course.

Course Contents

Purpose/Intent of the ISO 9000: 2000 Series of Documents
Eight Major Quality Principles

- customer focus
- leadership
- involvement of people
- process approach
- system approach
- continual improvement
- factual approach to decision-making
- mutually beneficial supplier relationship

Quality Management System Process Model

Quality Management System Documents

ISO 9001:2000 Standard: Quality Management System Requirements

ISO 9001:2000 Standard: Management Responsibility

ISO 9001:2000 Standard: Resource Management

ISO 9001:2000 Standard: Product Realization

- planning
- customer-related processes
- design and development
- purchasing
- production and service provision

Measurement, Analysis, and Improvement

- customer satisfaction
- control of nonconforming product/service

Analysis of data

Hennie van Vreden
Marketing Manager
Superior SHEQ Systems
Cell: 073 494 0362
Office: 018 469 1555
Fax: 018 469 2964
E- mail: superiorsheq@absamail.co.za
Web: www.superiorsheq.co.za