

# € TRAINING

Quality Assurance in Practice ISO9001



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## Introduction:

Many organizations all over the world have used the ISO9001 quality management system standard as a framework for managing quality assurance within their operations and meeting the expectations of their customers. They have enjoyed the benefits of this structured approach to the control of risk and opportunities in their business.

Quality Assurance in Practice will provide delegates with a sound understanding of a practical approach to developing quality assurance in their organizations. This Management & Leadership training seminar examines the well-known ISO9001 framework as a foundation for developing quality assurance. This Quality Assurance in Practice training seminar goes on to look at the importance of risk-based thinking, the PDCA approach, and the process approach. Additionally, this training seminar explores other important aspects of developing a quality management system including the role of audit in organizational improvement and the development of document control to support your system are encompassed in this highly practical and participative training seminar.

## Course Objectives:

At the end of this course the participants will be able to:

- State the benefits of the PDCA approach
- Understand the importance of risk-based thinking in a quality management system
- Have an awareness of organizational context and what it means in the quality management system
- State the benefits of audit in a quality management system and understand some of the practical requirements of management systems auditing
- Practice audit techniques
- Appreciate the essentials of document control systems

## Targeted Audience:

- Department Managers
- Team Supervisors
- Human Resources Managers
- Finance Professionals who want to know more about quality assurance
- Finance Audit Professionals who want to understand more about management systems auditing

## Course Outlines:

### Unit 1: Designing and Implementing ISO9001:

- The PDCA Approach
- Risk-Based Thinking
- The Organization and Context
- Needs and Expectation of Interested Parties
- Significance of Effective Leadership Roles
- Role and Responsibilities of Leaders in ISO9001
- Culture of Quality - The Role of TQM

## Unit 2: Planning and Operating a Quality Management System:

- Establishing Policies
- Planning for a Quality Management System
- Assessing Risk and Opportunity within a Quality Management System
- Supporting Your System - resources, competence
- Operations, Planning, and Control

## Unit 3: Audit as a Management Tool:

- Management Systems Auditing
- The Face of a Systems Auditor
- Requirements of ISO19011 - guidelines for auditing management systems
- Types of Systems Audits
- Planning Audits
- Audit as Part of Performance Monitoring and Organizational Improvement

## Unit 4: Audit in Practice:

- Developing a Programme of Audits
- Planning an Audit
- Opening Meetings
- Audit Questions and Use of Check Lists
- Conducting the Audit
- Role Play Exercise

## Unit 5: Document Management in Your Quality Management System:

- Building a Document Control System
- Document Life Cycles
- Consistency in Document Appearance, Notation, and Circulation
- Maintaining the Integrity of Document Controls
- Availability of Documents to Interested Parties