

How to Implement ISO 9001: Quality Management

Workshop Outline

Description: This workshop is for individuals who wish to learn the tools and techniques for implementing ISO 9001:2008 quality management systems in their organizations.

Pre-requisites: Each student must bring his/her own copy of ISO 9001 standard to the workshop. (All other course literature is provided.)

Class size: up to 8.

Duration: 16 hours (2 days).

1. Introduction
 - a. Purpose of quality management
 - b. ISO 9001: history and track record
 - c. Pre-requisites
2. All about quality management processes
 - a. Quality requirements
 - i. Identification
 - ii. Ranking / determination of significance
 - b. Quality controls and management
 - i. Development of controls
 - ii. Verification of effectiveness
3. ISO 9001 management processes
 - a. Quality policy
 - b. Responsibility and authority
 - c. Documentation and document control
 - d. Competence and training
 - e. Purchasing
 - f. Calibration
 - g. Corrective / preventive action
 - h. Internal audit
 - i. Management review
4. Implementation steps
 - a. Process identification
 - b. Quality management controls:
 - i. Adaptation
 - ii. Development
 - iii. Documentation
 - c. Quality policy, goals, and objectives
 - d. Monitoring and measurement
 - e. Orientation and implementation
 - f. Internal audit
 - g. Corrective action

- h. Management review
- 5. Perils and pitfalls: serious do's and don'ts

