

2 Hours in-house workshop

Quality Awareness



Quality happens through people

SUMMARY

This course gives an overview of the requirements of ISO 9001 that explains the role of production and QC personnel in a quality management system

OUTCOMES

The learner will gain an understanding of the requirements of ISO 9001 and how to apply it in a manufacturing or service delivery environment.

WHO SHOULD ATTEND?

This course is aimed at

- Production and QC personnel and their management involved with day-to-day implementation and/or maintenance of the QMS
- those who have not had formal exposure to ISO 9001, and that would like to see how ISO 9001 applies to their jobs.

CONTENT

The following is covered:

- The history of ISO 9001
- the process approach to quality management
- ISO 9001:2015 requirements – Context of the organization, Leadership, Planning, Support, Operational requirements, Performance Evaluation and Improvement
- The importance of team work and cooperation is emphasized as well as establishing a quality culture from highest to lowest level in the organisation
- The application of the PDCA cycle; Risk-based thinking and how to apply in a QMS
- The importance of record completion and the golden rules for retaining documented information
- Practical examples are given that the delegate will be able to relate to



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