

## Implementing ISO 9001 Quality Management System

**Course Description** An effective implementation is essential if organizations are to maximize the cost saving, performance, and customer satisfaction benefits of ISO 9001:2008.

In this practical two-day course, a skilled instructor will guide you through the implementation process by explaining the requirements of ISO 9001:2008 and how they can be applied using international best practice methods. Using a step-by-step approach, you will learn how to develop an implementation plan, create the necessary documentation, monitor the quality management system, and achieve continual system and quality improvement. A series of hands-on exercises, together with a take-home toolkit will help you to learn effectively while also providing information that can be referenced during your organization's implementation process.

- Course Benefits**
- Improved operational efficiency and productivity and decreased waste and defects
  - Improved supplier performance
  - Organizational consistency and stability
  - Increased customer confidence and satisfaction
  - A competitive edge and market share
  - Increased profitability

- Learning Objectives** Upon completion of this training, participants will be able to:
- Recognize the business benefits of a management system
  - Identify the structure and requirements contained in ISO 9001
  - Interpret the requirements of ISO 9001 and relate them to existing processes in your organization
  - Describe management responsibilities throughout the implementation process
  - Describe the resources necessary for implementation
  - Identify implementation tasks and deliverables
  - Create an implementation plan to apply the requirements of a quality management system in your organization
  - Maintain and continually improve your quality management system

- Intended Audience**
- Executives
  - Management representatives
  - Project managers tasked with implementation
  - Implementation team members.

**Course Duration** 2 Days

**Prerequisites** This course has no formal prerequisites, although a general understanding of the concepts of quality management and quality management systems is beneficial.

## Agenda

### *Day 1*

Time	Topic
8:00	Introduction
	Participant introductions
	Overview of course structure and learning objectives
Morning Break	Fundamentals of Management Systems
	Fundamentals of an ISO 9001 QMS
	Overview of ISO 9001:2008
Lunch	Implementation Introduction
	Implementation Step 1: Gain Top Management Commitment
Afternoon break	Implementation Step 2: Appoint Implementation Team
	Implementation Step 3: Promote Awareness
	Implementation Step 4: Perform Gap Analysis
	Implementation Step 5: Develop Implementation Plan
4:30	Wrap up Day 1

## **Day 2**

<b>Time</b>	<b>Topic</b>
8:00	Welcome back and review of Day 1
Morning Break	Implementation Step 5: Develop Implementation Plan (continued)
	Implementation Step 6: Approve the Implementation Plan
Lunch	Implementation Step 7: Implement the Plan
	Implementation Step 8: Operate & Assess the System
Afternoon break	Implementation Step 9: Continually Improve the System
	Implementation Step 10: Certification and Registration
	Additional Considerations
4:30	Wrap up Day 2 and course

Two short breaks will be taken at suitably convenient times in the morning and afternoon. An hour will be given for a lunch break. Additional breaks may be taken as long as agreed by delegates and tutor, and all learning objectives are met.