

Diploma

Quality Management Systems

Quality Management Systems have been used within industry and commerce for over a generation.

The new ISO 9001:2015 should enable you to build one management system within your organization, that is seen as the framework to how your organization operates. The ultimate goal is to provide continuity of products and services to your customers and security for your employees.

Learn about quality management and gain a diploma.



Scope

This diploma centres around guidance in ISO 9000:2015 covering fundamentals and vocabulary and ISO 9001:2015 *Requirements for a Quality Management System*. (ISO 9004:2009 may be of use to you but is not part of the diploma).

The diploma also takes into account the use of the 7 Quality Management Principles as the foundation for Quality Management Systems.

The diploma is for beginners or those who have experience but wish to widen their knowledge and expertise.



Purpose

The purpose of this diploma is to provide you with a thorough grounding in the concepts, philosophies and requirements behind the ISO 9000 series of standards and management systems in general. It should enable you to work within your own environment to gain knowledge and expertise that can be applied across a wide spectrum of situations.

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Objective

This diploma is primarily aimed at the user who wants to understand and apply the requirements of ISO 9001, but also to build a management system in their organization that provides confidence to their customer and other relevant interested parties. To enable this, the diploma has the following objectives:

1. To explain to you how ISO 9001 can be used to improve your organization's approach to your customer and other relevant interested parties.
2. To set a base line of learning for you, so that you can see where improvements have been made in your own skills and knowledge, and where further improvements are required.
3. To provide you with tried and tested tools and techniques that you can use for your benefit and ultimately the benefit of your own organization.
4. To enable the knowledge gained during the learning process to be used simultaneously within your own work environment.

Structure

This diploma is structured through a series of modules. Each module builds upon the previous one, to enable a system to be introduced in your own organization; this will enhance your knowledge and skills, and at the same time add value to your business.

Module structure:

1. Introduction
2. Quality management systems and quality standards
3. Quality management principles
4. Challenges faced by organizations in a fast moving dynamic environment
5. Leadership within the management system
6. Planning within the management system
7. Planning of resource requirements
8.
 - a. Operational planning and control
 - b. Product and service provision including control of externally provided products and services
 - i. Operating under controlled conditions
 - ii. Quality tools for controlled conditions
9. Review of performance
10. Auditing, management review and improvement
 - a. The role of auditing within a quality management system
 - b. Different types of audit
 - c. Management review
 - d. Improvement
11. Review of knowledge enhancement