

# ISO 9001:2008 Awareness

## Course Objectives

This course aims to introduce the new ISO 9001:2008 standard to participants, and how ISO 9001:2008 can benefit an organisation which embraces its various quality principles to enhance the satisfaction of the single most important entity – the customer.

In this training programme, participants will be able to see the real thrusts of the ISO 9001:2008 standard to making an organisation effective in meeting the ever-increasing demands of customers in a constantly changing business environment.

## Course Outline

- Introduction and overview of ISO 9000
- Key concepts in ISO 9001:2008
- What is Quality – Product Quality & Service Quality
- Understanding the Evolution of Quality Management System
- ISO 9000 Process Model
- The PDCA methodology
- Eight Quality Management Principles
- Process Approach
- Development of ISO 9001:2008
- ISO in Brief, Body Structure, and Hierarchy of Certification Body
- Why Amendment? Amendment Summary – ISO 9001:2008
- Impact on Organization
- Understanding the standard in simple layman terms
- Understanding System Compliance
- General Misconceptions about ISO 9001
- Some tips for getting the Quality Management right

## Who Should Attend

Quality Professionals and Practitioners, Quality Management Representatives, Internal Quality Auditors, Senior Management and all those who still understand and believe that ISO 9001:2008 can make a difference to their respective organisations.

## Training Details

Duration	1 Days
Time	9.00 am to 5.00 pm
Fee	\$406.60 per participant ( <i>Inclusive of GST</i> )

## Enquiries

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