



Introduction to ISO9001

1 Day – Open Access Training - £295

Ensure your ISO9001 Management System **adds value** to your Organisation's processes

A company's management system should help drive continual improvement throughout the organisation and be a fundamental part of how strategy is achieved. Learn how the Plan, Do, Check, Act cycle that is behind all successful systems is at the heart of ISO9001. This programme gives students an overview of the ISO9001 standard and how to implement it.

Why book this programme

This programme has been specifically developed to give delegates the knowledge and skills to understand ISO9001. The course includes a section on basic concepts to explain how a process approach can help an organisation. It explains the 8 principles of ISO9000, and gives details about the requirements of the 5 sections of the standard that contain requirements.

The training gives delegates a framework and methodology to assess an organisation against the standard, and describes a seven step framework to implement a management system within an organisation.

Content Blocks	You will learn...
Basic Concepts	...How the PDCA cycle can be used to improve organisations. What is the process approach and how can it be used to help develop a company's management system.
ISO9001:2000 Overview	...The background to the standard, the 8 principles. The main clauses and document structure, and how it fits to Plan Do Check Act cycle.
The Standard in Detail	...The requirements for top management, what documentation is required and how to decide where documentation is not necessary. Requirements for Sales, Design, Purchasing, Manufacturing or Service Delivery. The difference between corrective and preventive action. Methods of assessing customer satisfaction. What content should be in a quality manual, and how to implement efficient systems of document control.
Implementation	...how to carry out a gap analysis, getting support for the programme, the 7 step approach to an ISO9001 project.

Course Price & Discounts

First Delegate	£295
Second Delegate	£265
Third and subsequent Delegates	£235

What is a Management System

A management system is best considered as everything that you need to help you achieve your business objectives: processes, resources, structure and information. To be effective, any management system must not only ensure customer satisfaction, it must also help the company achieve its other objectives, such as making profit.

ISO9001 is the most well known and recognized quality management standard worldwide, it defines a set of requirements for your system, and registration indicates that the company has achieved that minimum standard.

Prerequisites

Suitable delegates will be those who have been tasked with implementing a system, or those who need to understand more about ISO9001 and Management Systems. Ideal candidates should have some experience within their organisations, be able to plan tasks prior to carrying them out, and be able to communicate with others in the organisation. Prior knowledge of ISO9001 is not required.

Training Style

The introduction to ISO9001 programme consists of lecture based sessions, discussion group exercises and an interactive simulation of improving a business process.

The programme is an innovative and effective method of ensuring delegates truly understand what ISO9001 is about, and that they can apply what they have learnt during the programme. All course materials are provided in a full colour hard copy folder, with digital copies on CD for future reference, together with templates of useful forms and procedures.

Course Trainers

Our trainers are all highly experienced in systems development, continual improvement techniques and have implemented ISO9001 and other process based systems within many different types of organisations in different sectors.

What other Delegates say about the Course...

"I found the course really helpful with practical examples to help us move forward with our ISO9001 implementation."

"Excellent instructor engagement, nice balance of theory and exercises. Content spot on for my needs"

"Very good course, tutor was top notch, very helpful with excellent knowledge of the subject,"