DAY 1

Designing and Implementing ISO9001

- The PDCA Approach
- Risk Based Thinking
- The Organization and Context
- Needs and Expectation of Interested Parties
- Significance of Effective Leadership Roles
- Role and Responsibilities of Leaders in ISO9001
- Culture of Quality – The Role of TQM

DAY 2

Planning and Operating a Quality Management System

- Establishing Policies
- Planning for a Quality Management System
- Assessing Risk and Opportunity within a Quality Management System
- Supporting Your System – *resources, competence*
- Operations, Planning and Control

DAY 3

Audit as a Management Tool

- Management Systems Auditing
- The Face of a Systems Auditor
- Requirements of ISO19011 – *guidelines for auditing management systems*
- Types of Systems Audits
- Planning Audits
- Audit as Part of Performance Monitoring and Organizational Improvement

DAY 4

Audit in Practice

- Developing a Programme of Audits
- Planning an Audit

- Opening Meetings
- Audit Questions and Use of Check Lists
- Conducting the Audit
- Role Play Exercise

DAY 5

Document Management in Your Quality Management System

- Building a Document Control System
- Document Life Cycles
- Consistency in Document Appearance, Notation and Circulation
- Maintaining the Integrity of Document Controls
- Availability of Documents to Interested Parties