

ISO 8000 Quality Manager Training

Duration: 5 Days (40 Hours)

Format: Classroom / Virtual / Hybrid

Level: Intermediate to Advanced

Course Introduction

The ISO 8000 Quality Manager Training is designed to provide participants with comprehensive knowledge and practical skills in data quality management and governance. This program focuses on the requirements of ISO 8000, the international standard for data quality, and equips participants to implement, audit, and continuously improve data quality systems within their organizations. Participants will gain expertise in data governance, master data management, compliance, and auditing practices. By the end of this training, they will be capable of leading ISO 8000 initiatives that ensure accurate, consistent, and reliable data across business processes.

Target Audience

- Quality Managers & Data Governance Professionals
 - IT & Data Management Specialists
 - Compliance & Risk Management Officers
 - Business Analysts & Process Improvement Leaders
 - Supply Chain & Procurement Managers
 - Professionals seeking certification in ISO 8000 and data quality management
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Overall Learning Outcomes

By the end of this course, participants will be able to:

- Understand the principles, scope, and benefits of ISO 8000.
 - Implement effective data quality management policies and procedures.
 - Perform gap analyses and develop ISO 8000 implementation plans.
 - Measure and monitor data quality through KPIs.
 - Conduct **audits and prepare for ISO 8000 certification**.
 - **Apply best practices and continuous improvement techniques** in data governance.
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5-Day Course Outline

Day 1 – Foundations of ISO 8000 & Data Quality

Module 1: Introduction to ISO 8000

- Overview, history, and importance of ISO 8000 in business operations
- Role of data quality in global supply chains

Module 2: Principles of Data Quality

- Accuracy, completeness, consistency, timeliness, uniqueness
- Relationship between data quality and business performance

Module 3: Role of the Quality Manager

- Responsibilities in ensuring effective data governance
- Connection to ISO 9001 and other standards

Workshop: Mapping current organizational data challenges to ISO 8000 principles

Day 2 – ISO 8000 Requirements & Data Governance Framework

Module 4: ISO 8000 Core Requirements

- Clauses and compliance framework
- Data governance and lifecycle management

Module 5: Metadata & Master Data Management

- Semantic consistency in data
- Managing product, supplier, and customer data

Module 6: Policies & Procedures

- Developing internal data governance frameworks
- Setting roles and responsibilities

Case Study: Evaluating a company's master data governance practices

Day 3 – Implementing ISO 8000 in Organizations

Module 7: Gap Analysis & Readiness Assessment

- Identifying maturity levels and gaps in data quality

Module 8: Tools & Technologies for Data Quality

- MDM systems, automation, and data cleansing tools

Module 9: Building Data Quality Teams

- Defining stewardship roles and accountability

Workshop: Drafting an ISO 8000 implementation roadmap

Day 4 – Data Quality Measurement, Auditing & Compliance

Module 10: Data Quality KPIs

- Metrics and dashboards for monitoring quality

Module 11: Auditing & Monitoring Mechanisms

- Internal audits, risk management, and corrective actions

Module 12: Certification & Compliance Process

- ISO 8000 certification audit requirements and steps

Practical Exercise: Simulated internal audit for ISO 8000 readiness

Day 5 – Case Studies, Best Practices & Continuous Improvement

Module 13: Global Case Studies

- Examples of ISO 8000 in supply chain, finance, and IT

Module 14: Best Practices in Data Quality Management

- Benchmarking and lessons from leading organizations

Module 15: Capstone Project & Certification Assessment

- Participants design a data quality improvement plan
- Oral presentation and peer review

Final Assessment: Multiple-choice exam + practical case review