

Two-Day Quality Management System Surgery

Day 1

- Introductions, and Purpose of QMS Surgery; method of working; delegates' reasons for attending
- The Philosophy and Principles behind ISO 9001
- Processes and Process Control
- Issues from the Documentation section of the Standard
 - Documents vs Records
 - Minimum Documentation
 - The Quality Manual, its Structure and Content Details
- Issues from the Management section of the Standard
 - Customer Satisfaction
 - Objectives and Targets
 - The Management Representative

Day 2

- Issues from the Competence and Operations sections of the Standard
 - Evaluating Training
 - Infrastructure Control
 - Marketing, PR and Customer Relations
 - Design
 - Approving Suppliers
 - Customer Property
- Issues from the Measurement and Monitoring section of the Standard
 - Improvement requirements
 - Process measurement
 - Data Analysis
 - Preventive Action techniques
- Delegates' additional issues