

# ISO 9001:2008 Awareness

## **Introduction**

- What is ISO 9001:2008?
- Purpose of ISO 9001:2008
- Benefits of ISO 9001 certification
- Definition of terminologies

## **ISO 9001:2008 Guidelines and Standards**

- ISO 9001:2008 general requirements
- Customer focus and processes
- Quality policy
- Quality objectives
- Basics for process charting and management
- Corrective action system
- Management review

## **Quality Management System (QMS)**

- Continual improvement loop

*N.B Course involves presentation and exercises*