

# ISO 9001:2008 Quality Management System Design, Implementation and Audit

## **Introduction**

- Explanation of quality management terminologies
- Concept of Quality Assurance and Systems
- Management responsibility

## **Designing and Implementing QMS for an Organisation**

- Understand requirements of ISO 9001:2008 Standard
- Structuring your own quality system/ process mapping tools and techniques
- Customer focused processes
- Implementation of ISO 9001:2008 standard, documentation and quality activities
- Writing quality instructions, policy statements and procedures
- Establishing objectives
- Streamlining processes
- Measuring performance and analysis

## **Continual Improvement of the QMS**

- Holding a management review

## **QMS Audit**

- Audit scheduling, planning, approach, and reporting
- Responsibilities, personnel attributes and auditor selection
- Successful tools and techniques for ISO 9001 QMS auditing
- Effective reporting and follow-up of ISO 9001 QMS auditing
- Preparing for certification

## **Case studies/ class exercises**

- Identifying needs/ expectations of interested parties
- Documentation requirements
- Criteria for supplier evaluation
- Flowcharting a process
- Process measurement and analysis