



ISO 9001-2008 Interpretation and Appreciation One day workshop

Programme

Duration: 9.00am – 4.30pm

Aims: This workshop is designed to provide an introduction and basic understanding of the Quality Management Standard ISO 9001-2008 for those new to the Standard or those who wish to refresh their knowledge and skills. It would provide the ideal grounding prior to attending our ISO 9001-2008 Internal Auditor workshop.

Objectives: At the end of the workshop delegates should be able to:

- Appreciate the ethos behind ISO 9001-2008 and what the Standard aims to achieve.
- Understand the requirements of the Standard and how the clauses interact
- Describe the attributes of an effective Quality Management System
- Appreciate the benefits of implementing a Quality Management System

- **Content:**
- Quality Management and Quality Assurance
- A process based approach
- The 8 management principles
- The ISO 9001-2008 framework
- Management
- Resources
- Customer to customer processes
- Measure analyse and improve
- Documentation
- What a documented Quality Management System might look like
- Summary and Close