



Quality Assurance and Quality Control – Using ISO9001 as a framework Training

Description

Introduction

In the global marketplace of today, organizations are challenged to deliver quality products and services that meet customer expectations. To achieve this, an organization must define and manage processes that assure quality outputs at every step of product realization. A quality management system formalizes specific techniques for process monitoring, control, measurement and improvement. Internal and third-party auditing provide assurance that quality management systems are maintained and improved. This programme emphasizes:

- The process approach to management
- The management system approach to quality assurance
- Effective design and monitoring of controls
- Techniques for process improvement
- Establishing and maintaining an effective internal audit programme

objectives

Process Definition and Management

- The organization as a set of related processes
- Introduction to quality management systems
- The ISO9001 framework
- Operating a quality management system
 - Customer focus
 - The value chain
 - Insourcing and outsourcing

Contents

Day One

Designing and Implementing Controls

- Defining the control environment
- Planning and goal setting
- Delegation of roles, responsibilities and authorities
- Communication and teamwork
- Quality assurance of the system

Day Two

Designing and Implementing Controls

- Defining the control environment
- Planning and goal setting
- Delegation of roles, responsibilities and authorities
- Communication and teamwork
- Quality assurance of the system

Day Three

Performance Monitoring, Quality Assurance and Analysis

- Measurement and monitoring of processes
- Measurement and monitoring of products
- Measurement and monitoring the satisfaction of interested parties
- Analysis and reporting of data
- Continual improvement of a quality management system
- Continual improvement of the organisation

Day Four

Improvement

- Benchmarking against “best-in-class” organizations
- Self assessment of quality management maturity
- Managing and Planning an internal audit – best practice in line with ISO19011

Day Five

Internal Audit as a Management Tool

- Auditing in practice
- Audit reporting and feedback to top management – best practice in line with ISO DTS 17022
- Selecting and working with third-party auditors from Certification/Registration Bodies – ISO1702