

# DESIGNING THE QUALITY MANAGEMENT SYSTEM TO ISO 9001:2008

(3 days)

## Objective

The successful participant will understand the requirements in designing, developing and implementing a Quality Management System suitable for use with the ISO 9001:2008 Standard.

Persons who should attend this course include those:

- Responsible for managing their current Quality Management Systems,
- Individuals designing and implementing new Quality Management Systems, and
- Individuals redesigning and implementing existing Quality Management Systems.

## Overview

This 3-day *Designing the Quality Management System to ISO 9001:2008* Training Course offered by Ashbrooke introduces participants to the applications of the ISO 9000:2000 series and the Quality Management System.

This course examines and explores these areas:

- *Getting Started ... The implementation programme,*
- *The Quality Management System structure,*
- *Documents and records,*
- *System management and controls*
- *Process mapping,*
- *Building the Quality Management System,*
- *Improvement.*

## 5 Workshops!

Over 50% of the course timing includes 5 interactive workshops that assists in the participant's knowledge and application of Quality Management System design, development and implementation. These workshops are:

- *The Implementation Programme,*
- *Defining the QMS Structure,*
- *Process Mapping ,*
- *Building the Quality Management System,*
- *Setting up a Continual Improvement Programme Using FMEA.*

Designing, documenting and implementing a Quality Management System can be time-consuming and expensive. The primary mission of this course is to ensure that investments made achieve positive results.

See over for Course Content ...



# Course Content

## **DAY 1 8:30 a.m. - 5:30 p.m.**

### The Start ....

- Creating a course of action ... *The Implementation Programme*
- Implementation Planning

### Quality Management System Structure

- Policy Document
- Process Procedures
- Task Instructions
- Planning

### Documents and Records

### System Management and Controls

### Quality Management System Model

- Customer Focus
- Continual Improvement
- Quality Objectives and Targets

### Workshop - Case Study 1 ... *The Implementation Programme*

### Workshop - Case Study 2 ... *Defining the QMS Structure*

### Mapping ISO 9001:2008 Requirements

- Looking at the organization

### Discussion and Wrap-up

## **DAY 2 8:30 a.m. - 5:30 p.m.**

### Flowcharting Processes

- Systemic Level
- Process Level
- Task Level

### Workshop - Case Study 3 ... *Process Mapping -*

## *Part 1*

### Workshop - Case Study 3 ... *Process Mapping -*

## *Part 2*

### Building the Quality Management System

- Commitment to Quality (Policy Document)
- Procedures Manual (Process Documents)
- Work Instructions (Task Documents)

### Workshop - Case Study 4 ... *Building the Quality Management System*

### Discussion and Wrap-up

## **DAY 3 8:30 a.m. - 5:30 p.m.**

### Workshop - Case Study 4 ... *Building the Quality Management System (Continued)*

### Improvement

- Improvements using through ISO 9001:2008
- Process Improvements
- Corrective and Preventive Action

### Tools

- Customer feedback
- Self-awareness
- Failure Mode and Effects Analysis (FMEA)

### Workshop - Case Study 5 ... *Setting up a Continual Improvement Programme Using FMEA*

### Discussion and Wrap-up