

# Quality Management Systems

## Quality Management System (ISO 9001:2000)

### Course Programme

This course provides participants with a detailed knowledge and understanding of Quality and how it relates to business. At the conclusion of the course participants will be able ensure ongoing QMS compliance and effectiveness.

### Who should attend

This two day training course is designed for:

- + auditors and lead auditors who are required to conduct assessments and audits of quality management systems based on AS/NZS ISO 9001:2000;
- + managers, supervisors, operations, quality personnel and others who are responsible for developing and implementing quality management systems.

### Day One

- + Course overview
- + Introduction and Development of Quality
- + 8 Principles of Quality Management
- + Explanation of the standard

### Day Two

- + Follow up from day 1
- + Process Mapping
- + Implementing a Quality Management System
- + Case studies (group exercise)

### Learning Outcomes

At the conclusion of this programme, participants will be able to...

- + identify the quality management system requirements and principles then apply the requirements of this standard to an organisation.
- + undertake performance improvement of the quality system

### Course Outcomes

On completion of the course participants will be issued with a:

#### **Certificate in Quality Management Systems**

Assessment for this course can also be conducted. On successful completion, participants will be issued with a Certificate of Attainment in:

RABQSA – QM Quality Management Systems

### Duration

2 fun days (14 hours)

*Note: Certificates of Attainment are issued an RABQSA-certified course provider in association with Food Safety Plus. The RABQSA-FS certificate enables successful candidates to apply to RABQSA International for certification as a provisional auditor when combined with competencies RABQSA-AU and RABQSA-TL.*