

Programme Overview

ISO Awareness

People Development Pathway

Overview

This course is strategic for companies looking to attaining ISO accreditation. Before an organisation commits itself to achieving ISO accreditation it is important to understand the level of commitment they are making. The advantages and disadvantages of accreditation must be reviewed as well as the risk to their business. It is important that companies understand the processes involved, the structure to follow and the Tools and Techniques available.

Objectives

- To create an awareness of ISO
- To discuss the advantages/disadvantages of accreditation
- To produce a resource plan for accreditation

Who Should Attend?

This course is designed for Senior Managers and their key players, who have committed to gaining or are considering gaining ISO accreditation for the first time.

Course Content:

- Introducing the ISO family
- The move from Detection (9001:1987) - Prevention (9001-19940) - Direction (9001:2000).2008
- Business Planning
- Review, develop and implement management systems
- Setting and introducing the standards
- Maintaining the standards
- Relationships with employees, suppliers and customers
- Developing the framework of quality standards
- 8 key principles of ISO 9000:2000
- The components of process and the PDCA cycle
- Resource Planning

Duration

The course will run over 1 day with a maximum of 12 delegates per course. The course will consist of information about ISO, group discussions and practical exercises.