

# SHEQSA CONSULTING

## ISO 9001 – QUALITY AWARENESS TRAINING

### 1. COURSE SUMMARY:

The introduction course provides the participant with an oversight on the requirements of ISO 9001:2015 standard regarding Quality Management. This course is designed for personnel who are not involved or responsible for the Quality Management Systems, but do have an impact on the company overall quality management.

The course prepares the participant to understand a brief description of the Quality Management Systems standard requirements as well as importance of Quality Management as a tool to ensure compliance with customer requirements and continual improvement.

It demonstrates how Quality Management contributes to the day-to-day business operations through the effective application and management of resources.

### 2. WHO SHOULD ATTEND:

- General operational staff;
- Management and supervisors;
- Staff working with customers or public
- Those with an interest in Quality Management System.

### 3. OUTCOME:

With the successful completion of this course the participant will be able to:

- Understand the ISO 9001:2015 requirements applicable to them;
- Understand the seven Quality Principles and the application of such;
- Understand Risk base thinking
- Understand Corrective actions and dealing with non-conforming products

### 4. COURSE OVERLAY

The following Focus Points will be addressed in the training through a brief discussion.

- ✓ Quality means meeting customer requirements
- ✓ What Quality means to me
- ✓ Risk Base Thinking
- ✓ Dimensions of Quality – Product
- ✓ Cost of Quality
- ✓ Operational Planning And Control – How to control
- ✓ Non Conformity & Corrective Actions

More in detail awareness training regarding Risk base thinking, corrective actions and the 8 quality principles can also be provided.