



ISO 9001:2000 QUALITY MANAGEMENT SYSTEM

Introduction

ISO (the International Organisation for Standardisation) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees.

International Standard ISO 9001:2000 was prepared by Technical Committee ISO/TC 176, Quality Management and quality assurance, subcommittee SC2, Quality Systems.

ISO 9001:2000 is the third edition of ISO 9001. This third edition of ISO 9001 cancels and replaces the second edition (ISO 9001:1994) together with ISO 9002:1994 and ISO 9003:1994. It constitutes a technical revision of these documents. Those organisations which have used ISO 9002:1994 and ISO 9003:1994 in the past may use this International Standard by excluding certain requirements in accordance with 1.2 of the ISO 9001:2000 requirements.

ISO 9001:2000 international standard specifies requirements for a quality management system when an organisation

- a) needs to demonstrate its ability to consistently provide product that meets customer and applicable regulatory requirements, and
- b) aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirements.

ISO 9001:2000 AWARENESS TRAINING FOR MANAGEMENT (1 Day)

This course is designed for management who want to find out more about the international standard and what it takes to get the organisation certified to the international standard.

This course is also designed for management as part of the Consultancy Package to educate the management staff on the international standard and the consultancy approach and project phases that will lead the organisation to certification.



Objectives

- To raise levels of awareness and understanding of the ISO 9001:2000 quality management system requirements.
- To provide an understanding of the key factors associated with successful implementation of the ISO 9001:2000 quality management system.
- To provide an understanding of the methodology for implementing the ISO 9001:2000 system.

Course Outline

- What is ISO
- Global Awareness of ISO 9001:2000
- Structure of ISO 9000 standards
- Benefits of implementing ISO 9000
- Quality Management Principles
- Model of Process Approach
- ISO 9001:2000 requirements
- Guidelines for implementing ISO 9001:2000 system
- ISO 9001:2000 implementation methodology
- Role of Management

Who should attend

This course is designed for management who want to have an understanding of the ISO 9001:2000 system and how to implement the system for certification purpose.

Course Fee

S\$490.00 per participant
In-house training package is available.
Please contact us at Tel: 8429895
or email: os@strategicinnovation.com.sg

Course Award

Certificate of successful completion: given to participants who attend the full duration of the course.



ISO 9001:2000 CONSULTANCY SERVICE

With such development in the world's market place, customers are increasingly looking for suppliers who have successfully implemented ISO 9000 and certified with a recognised certification bodies. The implementation of ISO 9000 is therefore no longer an option but a requirement if organisation is to remain competitive.

Crucial to the successful implementation of ISO 9000 is a systematic and proven approach which will help any organisation to do it right the first time. Now SIC is pleased to offer such a consultancy methodology that will guide the organisation to certification with an external certification body.

CONSULTANCY METHODOLOGY

There are 7 steps (modules) in order to prepare the organisation for certification.

1. Preliminary visit
2. Diagnostic Assessment
3. ISO 9000 Training
4. System Design & Development
5. System Implementation
6. Pre-certification of ISO 9000
7. Post-certification follow up Audit (if necessary)

Each module may be implemented separately but clients are advised to implement them as a total consultancy package, which is more cost effective.

PRELIMINARY VISIT

Objectives

- To understand the potential client's quality needs, especially those that are related to ISO 9000 implementation and certification.
- To familiarise with the management, business operations and technical processes of the client.
- To obtain first hand knowledge of the client's quality system to help us in the preparation of a proposal for a diagnostic quality assessment according to the appropriate ISO 9000 standard.



DIAGNOSTIC ASSESSMENT

Objectives

- To help the organisation identify the strengths and weakness of its current quality system in order to determine areas where improvements are needed to meet the requirements of the relevant ISO 9000 standards.
- To familiarise organisation's personnel with the process of a quality system assessment.
- To document quality systems assessment findings for future comparison improvements made to the quality system after ISO 9000 is successfully implemented.

ISO 9000 TRAINING

Objectives

- To provide to all levels of the organisation to ensure proper understanding of ISO 9000 its implementation and maintenance.
- To help increase quality awareness and promote the concept of quality assurance on company wide basis to both internal and external customers.

Training programs are highly customised to take into consideration the organisation's specific business activities and operations. They provide the interactive environment for understanding ISO 9000 and how the standards could be applied to the department or individual concerned.

All courses will be conducted by professional Quality Consultant with a wealth of industrial experience in quality management. In addition to this, the trainers are also either Lead Assessor or Assessor registered with the International Registration Board for Assessors of Quality System.

SYSTEM DESIGN & DEVELOPMENT

Objectives

- To establish and documentation quality system which meet the requirement of the relevant ISO 9000 standard.
- To ensure that the quality system is effectively implemented throughout the company.



SYSTEM IMPLEMENTATION

Objective

- To ensure that the quality system is properly understood and implemented by all personnel involved.

PRE-CERTIFICATION AUDIT / CERTIFICATION OF ISO 9000

Objective

- To ensure that the quality system developed complies with the requirements of the relevant ISO 9000 standard before the actual certification audit.
- To provide practical training to in house internal quality auditors in auditing the quality system.
- To provide documentary evidence that an internal quality audit has been carried out prior to the certification audit.

ISO 9001:2000 INTERNAL AUDITOR TRAINING (2 Day)

This course is designed to satisfy the training requirement for individual performing internal audit to the New ISO 9001:2000 standard.

Objectives

The objective of this training course is to train participants to understand, develop and implement an in-house quality audit programme, which fulfils the requirements for Internal Audit.

Course Outline

- Introduction of Quality Principles, definitions, process approach and ISO 9001:2000 Quality Management System
- Interpretation of ISO 9001:2000 requirements
- Types of audits
- Objectives of Internal Auditor Training Programme
- Responsibility and Authority of the Audit Team
- Planning, Preparing and Performing an Audit
- Auditing Skills and Documenting Non-conformities
- Corrective Actions and Follow-up
- Audit Reporting



Who should attend

This is designed for personnel who are responsible for conducting Internal Audit of their organisation's quality management system. Managers who are appointed as Management Representative or Internal Audit Program Manager and other personnel who are responsible for establishing the Internal Quality Audit function will also benefit from this course.

Course Fee

S\$880 per participants
In-house training package is available.
Please contact us at Tel: 8429895
or email: os@strategicinnovation.com.sg

Pre-requisite

Participants should be familiar with the ISO 9001:2000 Standard as preparation for the course.

Further Training

Participants who have successfully completed the Internal Auditor Training Course could enrol in the Auditor / Lead Auditor Training Course.

Course Award

Certificate of Successful Completion: given to participants who attended the full duration of the course.

ISO 9001:2000 DESIGN, DEVELOPMENT & IMPLEMENTATION WORKSHOP (2 Day)

Objective

To give guidance and practical advice in interpreting, establishing and implementing a Quality Management System according to ISO 9001:2000 Standard.



Course Outline

- Concept of Quality Principles, definitions, process approach
- Quality Management System Standards ISO 9001:2000
- Interpretation and Application of ISO 9001:2000 Quality Management Standards
- Development of Business Process approach to Quality Management System
- Preparation and documentation of Quality Management Manuals, Procedures and Work Instructions
- Overview of Audits and Assessment Techniques
- Implementing a Quality Management System
- Achieving Third Party Certification and Maintaining a Quality Management System

Who should attend

This course is designed for quality professionals or management staff who are likely or are currently involved in implementing and maintaining a quality management system to meet the ISO 9001:2000 Standard or its equivalent.

Course Fee

S\$880 per participants
In-house training package is available.
Please contact us at Tel: 8429895
or email: os@strategicinnovation.com.sg

Further Training

Participants who have successfully completed the Design, Development and Implementation of ISO 9001:2000 Quality Management System course could enrol in the Internal Auditor or Lead Auditor Training Course.

Course Award

Certificate of Successful Completion: given to participants who attended at least 90% of the class.