

€ TRAINING

Quality Assurance in Practice ISO9001



3 - 7 November 2024
Amman (Jordan)



Quality Assurance in Practice ISO9001

REF: A1512 DATE: 3 - 7 November 2024 Venue: Amman (Jordan) - Fee: 3350 Euro

Introduction:

This training program equips participants with practical skills and knowledge essential for implementing and maintaining ISO 9001 quality management systems. It empowers participants to drive organizational excellence through robust quality assurance practices aligned with ISO 9001 standards.

Program Objectives:

At the end of this program, participants will be able to:

- Understand the benefits of the PDCA approach.
- Grasp the importance of risk-based thinking in quality management.
- Recognize the significance of organizational context in quality management.
- Appreciate the advantages of audits and learn practical auditing requirements.
- Practice audit techniques.
- Learn about document control essentials.

Targeted Audience:

- Department Managers.
- Team Supervisors.
- Human Resources Managers.
- Finance Professionals who want to know more about quality assurance.
- Finance Audit Professionals who want to understand more about management systems auditing.

Program Outlines:

Unit 1:

Designing and Implementing ISO9001:

- The PDCA Approach, Risk-Based Thinking.

- The Organization and Context.
- Needs and Expectation of Interested Parties.
- Significance of Effective Leadership Roles.
- Role and Responsibilities of Leaders in ISO9001.
- Culture of Quality - The Role of TQM.

Unit 2:

Planning and Operating a Quality Management System:

- Establishing Policies.
- Planning for a Quality Management System.
- Assessing Risk and Opportunity within a Quality Management System.
- Supporting Your System - resources, competence.
- Operations, Planning, and Control.

Unit 3: .

Audit as a Management Tool:

- Management Systems Auditing.
- The Face of a Systems Auditor.
- Requirements of ISO19011 - guidelines for auditing management systems.
- Types of Systems Audits.
- Planning Audits.
- Audit as Part of Performance Monitoring and Organizational Improvement.

Unit 4: Audit in Practice:

- Developing a Programme of Audits.
- Planning an Audit.
- Opening Meetings.
- Audit Questions and Use of Check Lists.

- Conducting the Audit.

Unit 5:

Document Management in Your Quality Management System:

- Building a Document Control System.
- Document Life Cycles.
- Consistency in Document Appearance, Notation, and Circulation.
- Maintaining the Integrity of Document Controls.
- Availability of Documents to Interested Parties.