

CQI/IRCA ISO 9001 FOUNDATION COURSE

(QUALITY MANAGEMENT SYSTEMS)



Overview

This course aims to provide delegates who have an existing, basic knowledge of, or experience in, quality management with an understanding of the management systems approach and the requirements of ISO 9001, and to provide a basis for delegates who wish to go on to complete CQI and IRCA Certified QMS Auditor Training courses.

Objectives of Course

Delegates will, at the end of the course be able to:

- Explain the purpose of a quality management system, of quality management systems standards, and the business benefits of improved performance of the quality management system
- Outline the structure and content of ISO 9001 and its relationship with ISO 9000
- Explain the specific quality management related requirements of ISO 9001

Course Duration

1 FULL DAYS

FULL DAY

9am- 5pm

Assessment

To be successful on the course delegates must:

- Complete/attend all elements of the course
- Demonstrate achievement of the learning objectives.

Prerequisite Courses

Delegates are expected to have the following prior knowledge:

1. Management systems

- The Plan, Do, Check, Act (PDCA) cycle
- The core elements of a management system and the interrelationship between top management responsibility, policy, objectives, planning, implementation, measurement, review and continuous improvement.

2. Quality management

- The fundamental concepts and the seven quality management principles (see ISO 9000)
- The relationship between quality management and customer satisfaction.

3. Quality management terms and definitions

The commonly used quality management terms and definitions (see ISO 9000)



DETAILED COURSE OUTCOMES

Delegates will as a minimum, come out of the course able to do the following:

1

Explain the purpose of a quality management system, of quality management systems standards, of management system audit, of third-party certification and the business benefits of improved performance of the quality management system

- Explain the purpose of a quality management system and the business benefits of improving the quality management system's performance.
- Outline the processes involved in establishing, implementing, operating, monitoring, measuring, analysing, evaluating, reviewing, maintaining, and improving a quality management system, including the significance of these for QMS auditors.
- Explain the terms and definitions defined and used in ISO 9000.

2

Outline the structure and content of ISO 9001, and its relationship with ISO 9000

- Outline, with reference to the PDCA cycle and the model of a process-based quality management system, the structure and content of ISO 9001.
- Making reference to the seven quality principles, explain the relationship between ISO 9001 requirements and ISO 9000.

3

Explain the specific quality management related requirements of ISO 9001

- Explain the relationship between the external and internal issues, the relevant requirements of relevant interested parties, the actions to address risks and opportunities, and the quality management system processes needed to implement them.
- Explain the purpose of the scope of a quality management system and what should be considered when determining it.

- Explain the purpose of a quality policy, the relationship between the quality management system scope, and the quality policy and the requirements for its content, implementation and review.
- Explain how top management demonstrates leadership and commitment by taking accountability for the effectiveness of the quality management system.
- Explain the requirements for quality objectives and the relationship between them, the quality policy and management review.
- Give examples of the resources needed to achieve customer satisfaction and conformity to product and service requirements, and explain the requirements for support.
- Explain how the organisation plans, implements and controls the processes needed to meet quality management system requirements, and how any externally provided processes, products and services are controlled.
- Explain the typical processes and associated process controls required to achieve customer satisfaction and conformance of product and service with requirements.
- Explain the requirements for the monitoring, measurement, analysis and evaluation of the quality management system performance against planned objectives and for the internal audit.
- Explain the processes involved in achieving continual improvement of performance through improving the suitability, adequacy, and effectiveness of the quality management system and the related processes.

