

# IRCA CERTIFIED !! ... Now with ISO 9001:2008!!

## ISO 9000:2000 SERIES FOUNDATION TRAINING COURSE\*

(1 day)

### Objective

\*This intensive 1-day course is certified by the International Register of Certificated Auditors (IRCA) Registration Governing Board and satisfies part of the formal training requirement for QMS Auditor certification (IRCA Cert. No. A17157).

\*A certificate of attainment for attending both the IRCA QMS Foundation course (IRCA2001) together with the QMS Internal Auditor course (IRCA2180) will be recognized by RABQSA as equivalent to their QMS Internal Auditor course (TCD24)

The successful delegate will understand the new ISO 9000:2000 Series requirements, its underlying philosophy and principles, and concepts.

The course examines this series by opening with a discussion about Quality Management Systems. This is followed by discussions on:

- Benefits to organizations using ISO 9001:2008,
- Quality Management Process Model,
- Quality Management Principles,
- ISO 9000:2000 Series - Purpose and Structure,
- ISO 9001:2008 components.

Persons who should attend this course include:

- Those responsible for managing their current Quality Management Systems,
- Individuals designing and implementing new Quality Management Systems, and
- Persons who may be training others in the disciplines of the ISO 9000:2000 Series,
- Persons wishing to pursue IRCA QMS auditor certification.

## 2 Workshops

### Overview

ISO 9000:2000 Series represents the latest result of the never-ending shift of user and customer needs. The new series focuses on these needs by addressing the following issues:

- **Increased compatibility with the ISO 14000 series**
- **Common structure based on a Process model**
- **Tailoring of ISO 9001 requirements to omit requirements which do not apply to an organization**
- **ISO 9001 ... demonstration of continual improvement and prevention of nonconformity**
- **ISO 9001 ... address effectiveness while ISO 9004 should address both efficiency and effectiveness**
- **ISO 9004 ... help achieve benefits for all interested parties, i.e. customers, owners, employees, suppliers and society**
- **Simple to use, easy to understand, and use clear language and terminology**
- **Facilitate self-evaluation**
- **Suitable for all sizes of organizations, operating in any economic or industrial sector, and the manufacturing orientation of the current standards should be removed**

This course examines these issues, identifies areas Quality Management Systems must review to ensure conformance, and assists Quality Management Systems during their development. Further, this course explores the new *Quality Management Process Model* that has been introduced.

This course contains two workshops designed to examine and explore the eight Quality Management Principles and the new ISO 9001:2008 Standard.



# Course Content ... See Reverse

## Course Content

**8:30 a.m. - 6:00 p.m.**

### Introduction

- Course Programme
- Course Learning Objectives
- Delegate Responsibilities
- Continuous Assessment Process
- IRCA's Role

### Management Systems

- Quality Management System
- Key Vocabulary
- ISO 9000:2000 Series - Purpose and Structure
- Quality Management Process Model

### Principles of Continual Improvement

- Customer Satisfaction
- Continual Improvement
- Business Excellence

### Quality Management Principles

*Workshop - Case Study 1 ... ISO 9001:2008 ... The New Direction*  
*Roundtable Discussion*

### ISO 9001:2008 ... The Components

*Workshop - Case Study 2 ... ISO 9001:2008*  
*Roundtable Discussion*

### Questionnaire No. 1

Delegate Review and Wrap-up ... *General Knowledge Review*

Close