

# ISO 9000

## ISO 9000:2000 Series ... Executive Briefing (2 or 4 hours)

### Objective

This is a comprehensive session for busy executives seeking a clear understanding of ISO 9000 and all of its requirements and benefits. This briefing also provides the essential guidelines to begin considering the issues for your own Quality Management Systems.

Persons who should attend this course include:

- Executives,
- Managers and senior officers introducing Quality Management Systems.

### Overview

ISO 9000 is not a mythical beast, nor should there be any fear of it. Rather, there is a practical understanding and appreciation that can be achieved by simply being introduced to the Standard's components and their expectations.

This presentation helps create the understanding and appreciation of the commitments required when the executive makes the discussion to 'do it'.

Lastly, there is a discussion about ISO 9000 and beyond. ISO 9000 is not merely a quality 'flavour of the month', a piece of paper on the wall. ISO 9000 is only the beginning down the path of continuing improvement.

### Discussion Contents

- Evolution of ISO 9000 Series
- Legal Compliance v. ISO Standards Conformance
- International Accreditation Programme
- ISO 9000:2000 Series ... A More Thorough Revision
- Restructuring and Consolidation
- New Scopes
- Application
- The Consistent Pair
- Transition Agreements
- Quality Management Principles
- Quality Management Process Model
- Quality Management System - Structure
- Principles of Continual Improvement
- Customer Satisfaction
- Continual Improvement
- Total Excellence Model
- Customer Focus
- The Registrar's Role
- *Open Forum*

