

ISO 9001:2008 Quality Management System Awareness Training Course

From,

Karnam Shivakumar

- Trainer

ISO Bahrain Consultancy Services Co W.L.L.

CR – 88011-01, Office: 412, Building: 743, Road:

831, Block: 408, Sanabis,

Kingdom of Bahrain.

Email: shiva@isobahrain.com

isobahrain@gmail.com

Website: www.isobahrain.com

Mobile: 00973-39527484

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1. TRAINING PURPOSE

To enhance the employees' technical competency in terms of controlling the quality of disposable sterile and non-sterile of surgical, sundries, disposable laboratory plastic ware and cotton buds in the manufacturing facilities located at sitra – kingdom of Bahrain.

2. COMPANY ACTIVITIES

Manufacturing of disposable sterile and non-sterile of surgical, sundries, disposable laboratory plastic ware and cotton buds.

3. TRAINING COURSE DESCRIPTION

An effective implementation is essential if organizations are to maximize the cost saving, performance and customer satisfaction benefits of ISO 9001:2008.

In this 8 hours training course, trainer will guide you through the implementation process by explaining the requirements of ISO 9001:2008 and how they can be applied using international best practice methods. Using a step-by-step approach, participants will learn how to ensure quality assurance & control, create the necessary documentation, taking corrective and preventive actions, monitor the quality management system, and achieve continual system and quality improvement.

A series of hands-on exercises will help participants to learn effectively while also providing information that can be referenced during your organization's implementation process.

4. WHO SHOULD ATTEND?

- QA/QC Inspectors
- Machine Operators
- Packing & Delivery staff
- Management representatives
- Implementation team members.

5. LEARNING OBJECTIVES

Upon completion of this course, students will be able to:

- Quality of products and services
- Learn how to perform quality checks as per check lists
- Learn how to record in form
- Analysis root causes of problems.
- Taking correction, corrective and preventive actions.
- Interpret the requirements of ISO 9001:2008 and relate them to existing processes in your organization.



Management responsibilities throughout the implementation process.

- Identify implementation tasks and deliverables.
- Create an implementation plan to apply the requirements of a quality management system in your organization.
- Maintain and continually improve your quality management system.

6. BENEFITS OF TRAINING COURSE

- Reduce of wastage
- Reduce product rejection rate
- Improved operational efficiency and productivity and decreased waste and defects.
- Improved supplier performance.
- Organizational consistency and stability.
- Increased customer confidence and satisfaction.
- A competitive edge and market share.
- Increased profitability.

7. PREREQUISITES

This course requires basics quality assurance & control skill in their operational area. Knowledge of QA & QC in manufacturing facilities.

8. REFERENCES USED TO TRAIN EMPLOYEES

- BS EN ISO9001:2008 standard requirements (i.e. Quality Management System)
- Principle of QMS
- Standard operation procedures



9. TRAINING METHODOLOGY

Step 1	Self & Participants Introduction
Step 2	Pre-Assessment
Step 3	Principles of QMS & ISO 9001 Requirements
Step 4	Explain Quality assurance and Quality Control
Step 5	How to perform QA & QC
Step 6	Understand root cause analysis Recording NCR
Step 7	Take corrective & preventive actions

10. COURSE AGENDA

Time	Topic
	Day1
Start Day1 Afternoon 3:00 pm	Introduction
	Participant introductions
	Overview of course structure and learning objectives
	Participants introductions
Break 4:30 – 4:40 pm	Overview of course structure and learning objectives
	Explain the principles and concepts of quality, quality management and quality management systems
Closing 6 pm	Describe the fundamentals of quality management and the ISO 9000 series of standards.
	Explain the 8 principles of quality management.
	Explain the elements of the PDCA cycle and process approach



Start Day2 Afternoon 3:00 pm	Day 2
	Apply the PDCA cycle to a simple process
Break 4:30 - 4:40 pm	The ISO 9000 Series: Explain the relationship between ISO 9000, ISO 9001.
	Define terminology included in the ISO 9000 series of standards
Closing 6 pm	Show structure of ISO 9001 within the process model for management systems
	Explain ISO Clause - 4 i.e. Quality Management System
Assessment 2 hours	Explain ISO Clause - 5 i.e. Management Responsibility
	Explain ISO - Clause 6 i.e. Resource Management
	ISO 9001 - Clause 7 i.e. Production And Service Provision
	Explain ISO Clause - Clause 8 i.e. Production And Service Provision
	Explain some organizational benefits of a QMS