



An Introduction to ISO9001:2008

An interactive 1-day course designed to introduce the ISO9001:2008 standard in simple and practical terms in order to make sense of what it means for your business.

The course is designed to help delegates to make sense of the ISO9001:2008 standards and make it relevant to their business.

Course Objectives

The learning objectives are to:

- Gain an overview of the background and history of the ISO9001:2008 standard.
- Learn about the principles and intentions that make up the standard.
- Understand the requirements of an ISO9001:2008 Quality Management System.
- Learn about the Plan, Do, Check, Act (PDCA) approach.

Who should attend?

Delegates involved in developing or managing a quality management system or their business is working towards ISO9001:2008 certification.

In-house Training

This course can be tailored to meet your organisation's needs and held at your premises or an external venue. To ensure the course is the most appropriate fit for your organisation for our team will work closely with you to align the course content with your improvement journey. Ideally this collaboration will be achieved by visiting your site in advance of the course.

Pre-Requisite

There are no pre-requisites for participating on this course.

Content Overview

- ✓ Understanding the format of the ISO 9000 series
- ✓ Understanding of the PDCA cycle and performance improvement
- ✓ Understanding of the clauses and requirements of ISO9001:2008
- ✓ An overview of a typical quality management system
- ✓ The process model approach
- ✓ How to apply ISO9001:2008 in a practical way to fit your business



The ISO9001:2008 is a framework used to deliver consistent business operations and drive continual improvement. It can help your business attract new customers, enter new markets and reduce costs.