

UNDERSTANDING ISO 9001



WORKSHOP OUTLINE

The ISO 9001 standard is one of the most widely used for quality management systems. Organisations use this to demonstrate their ability to consistently deliver products and services that meet customer and regulatory requirements.

ISO 9001 contains the criteria for a good quality management system and can be used by any organisation, regardless of the size or field of activity.

This standard is based on a number of quality management principles including a strong customer focus, the motivation of top management, and continual improvement.

Using ISO 9001 helps ensure that customers get consistent, good-quality products and services, and allows for the control of processes to ensure best practice outcomes.

In this workshop you will learn about all the elements of ISO 9001 including:

- quality principles and organisational requirements
- the quality management system
- leadership and people management
- documentation requirements
- operational planning and control
- dealing with problems
- performance evaluation
- management review
- improvement.

Book into the next session on 25 November right [here](#)

WORKSHOP REQUIREMENTS

We'll be working on a real world case study.

This course will be conducted online so you'll need a device with reliable internet connection and a distraction free area for learning.

A headset can be useful to keep your focus on training and since we'll be using the Zoom platform keeping your webcam on helps with interaction.

And the most important thing to bring along is an open mind and a willingness to learn!

FEEDBACK

We're always pleased to receive feedback on our training. Participants have described our training as insightful, practical, challenging and stimulating.

Plus we've been delighted to have received only positive feedback from our past participants:

"A great opportunity for learning with others - highly interactive extremely useful"

"A very instructive day (Lab Manager)

"Thanks Maree for running a very useful workshop that is very relevant at the moment" (Quality Coordinator).

For more information about this workshop you can phone Maree on 0411 540 709 email us at info@masmanagementsystems.com.au