

ISO 9001:2000 - An Overview

Part of the Synergest Series

This workshop is a cursory examination of the ISO 9001:2000 standard and how obtaining certification can provide your organization with phenomenal value-added benefits. Throughout the duration of the workshop, the requirements of the ISO 9001:2000 standard are explained, and the processes an organization must establish and document to accomplish successful registration are discussed. Additionally, the tasks that must be completed to obtain registration/certification process are described in detail, and several tools are provided to ensure that your organization is prepared to attempt the ISO 9001:2000 process.

Topics Presented

- ◆ What is ISO 9001:2000 and the various developments since its inception
- ◆ Documentation needed for formal quality management
- ◆ How to implement your ISO 9001:2000 quality management system
- ◆ How ISO 9001:2000 is related to other management systems (ISO 14000 EMS)
- ◆ The ISO registration process
- ◆ How to efficiently pass your ISO 9001:2000 Registration/Certification audit
- ◆ Online resources for quality initiatives

Learning Outcomes

- ◆ Understand ISO 9001 concepts and standards
- ◆ Understand what it takes to ensure quality
- ◆ How to use project management to schedule your ISO action plan
- ◆ Create an environment supporting quality
- ◆ Awareness of ISO documentation requirements
- ◆ What ISO auditors are looking for
- ◆ Answers to common questions facing executives who must implement ISO 9001

Special Features

- ◆ This course includes methodology from the International Organization for Standardization, the American Society for Quality, U.S. and Canadian government agencies, and private industry
- ◆ Was created by an ISO consultant and lead auditor that has a 100% registration success rate.
- ◆ Continuing after-class access to a *participants-only* website.

Workshop Design

© 2000 Neil G. Hickey. This workshop includes practical, real-world skills transfer. The delivery of this workshop is very interactive. Rather than just lecture, the participants are engaged in many discussions throughout the workshop. Fun re-enforcing practice and activities keep the atmosphere lively.

Audience

Upper level executives, functional managers, quality managers, administrative staff, anyone needing a practical understanding of ISO and quality management.

Duration 1 day

PMBOK® Knowledge Areas Discussed

Integration	Scope	Time
Cost	Quality	Human Resources
Communications	Risk	Procurement