



Course Outline

e-Learning ISO 9001:2008 Management Overview

Course Target Group

This course is targeted at all management.

Course Objective

This course introduces the ISO 9001:2008 standard by presenting a brief history of the standard and then discussing the advantages this international model provides to any organisation desiring to develop a quality management system built upon identifying the processes within a business, developing consistent production plans for that business and implementing structured improvements to succeed in today's competitive market.

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

- Understand the purpose of ISO 9001:2008.
- Understand the ISO 9001:2008 Management Principles.
- Understand the basic requirements of ISO 9001: 2008.
- Understand the purpose of the ISO 9001:2008 standard.
- Understand the management principles that are the basis for the ISO requirements.
- Understand the basic requirements of the standard itself.

Course Content

LESSON 1: Introduction to ISO and its Purpose

This lesson focuses on the following topics:

- International standards for quality
- Definition of ISO
- International trade
- The importance of ISO 9000
- The purpose of ISO
- Quality systems

LESSON 2: Quality Management Principles

This lesson focuses on the eight quality management principles:

- Customer-focused organization
- Leadership
- Involvement of people
- Process approach
- System approach to management
- Continual improvement
- Factual approach to decision making
- Mutually beneficial supplier relationships



LESSON 3: Introduction to the Requirements of ISO 9000:2008 Standard

This lesson focuses on the following topics:

- Interpretations of key terms
- Elements of a quality system
- ISO 9000:2008 Standard
- Quality management process model
- Quality system requirements
- Management responsibility
- Resource management
- Product realisation
- Measurement, analysis and improvement
- Summary

Learning Assumed To Be In Place

Tertiary education plus.

Course Duration & Cost

Duration : 2 hours depending on prior learning

Cost: R720-00 (excluding VAT) per delegate

Assessment & Certification

In order to obtain certification, delegates are required to undergo an online assessment. Successful candidates will be awarded a certificate from **Wareham & Associates**.

Contact Details

For more information regarding the above or any other training requirements, please contact our **Training Administrator, Emily Ackerman** on 021 713 2380 or email emily@wha.co.za