



## Course Outline

### e-Learning ISO 9001:2008 Benefits & QMS Requirements

## Course Target Group

This course is targeted at senior supervisors and management.

## Course Objective

This course introduces the ISO 9001:2008 Standard by presenting a definition, brief history of the standard, and how to build a quality management system that allows for a business to succeed in today's competitive marketplace.

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

- The definition of ISO
- History of quality
- ISO9001:2008 benefits
- QMS structure
- Management review
- Process model
- Continual improvement cycle
- ISO 9001:2008 requirements

## Course Content

### **LESSON 1: What is ISO?**

This lesson focuses on the following topics:

- International standards for quality
- Definition of ISO
- History of quality

### **LESSON 2: Benefits of ISO**

This lesson focuses on the following topics:

- Benefits of ISO 9001:2008
- Quality management structure
- Quality management system and the bottom line
- Eight principles of quality management
- Process, system and process approach
- Continual improvement cycle
- Management review

### **LESSON 3: Quality Management Systems Requirements**

This lesson focuses on the following topics:

- ISO 9001:2008 standard requirements
- Interpretations of key terms
- The clauses of the standard



## Learning Assumed To Be In Place

Tertiary education plus.

## Course Duration & Cost

Duration : 6 hours depending on prior learning

Cost: R1,300-00 (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](mailto:emily@wha.co.za)