



Course Outline

Introduction to ISO 9001

Course Target Group

This course is targeted at middle to executive management.

Course Objective

This course will equip delegates with the knowledge and skills to:

- Contextualize your quality management programme in an overall risk management system.
- Understand the 8 quality management principles.
- Understand each of the major elements of ISO 9001 and how they would apply to and benefit your organisation.

Course Content

- What is ISO 9001?
- 8 Quality Management Principles
- System Principles
- Systems & Processes
- ISO 9001 & other ISO Standards
- ISO 9001 Major Elements:-
 - Quality Management System
 - Management Responsibility
 - Resources
 - Product Realisation
 - Measurement, Analysis & Improvement
- Key Roles & Responsibilities

Learning Assumed To Be In Place

Tertiary Education plus.

Course Duration

Duration : 1 day



Assessment & Certification

Assessment is optional. All delegates will receive a certificate of attendance of the training programme.

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 training@wha.co.za