Training Course:
ISO 9001:2015 Quality management systems

26 May - 6 June 2024
Dubai (UAE)
Residence Inn by Marriott Sheikh Zayed Road, Dubai

![Global Horizon Training Center logo]

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Training Course code: MA234769 From: 26 May - 6 June 2024 Venue: Dubai (UAE) - Residence Inn by Marriott Sheikh Zayed Road, Dubai Training Course Fees: 6640 ⏵ Euro

Introduction

This Training Program is designed on the latest standards and the quality management system requirements specified in the International Standard.

The adoption of a quality management system is a strategic decision for an organization that can help to improve its overall performance and provide a sound basis for sustainable development initiatives.

The potential benefits to an organization of implementing a quality management system based on this International Standard are:

- a the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements;
- b facilitating opportunities to enhance customer satisfaction;
- c addressing risks and opportunities associated with its context and objectives;
- d the ability to demonstrate conformity to specified quality management system requirements.

Course Objectives

During this training program, participants will gain knowledge in the following topics;

- The quality management principles described in ISO 9000
- understanding and consistency in meeting requirements;
- the consideration of processes in terms of added value;
- the achievement of effective process performance;
- improvement of processes based on the evaluation of data and information.
- The concept of risk-based thinking.
- Understand the relation with other management system standards.

Course Outlines

Day 1

Context of The Organization

- Understanding the organization and its context
- Understanding the needs and expectations of interested parties
- Determining the scope of the quality management system
- Quality management system and its processes

Day 2

Planning

- Actions to address risks and opportunities
- Quality objectives and planning to achieve them
- Planning of changes

Day 3

Leadership

- Leadership and commitment
- Policy
- Organizational roles, responsibilities and authorities

Day 4

Operation

- Operational planning and control
- Requirements for products and services
- Design and development of products and services
- Control of externally provided processes, products, and services
- Production and service provision8.6 Release of products and services
- Control of nonconforming outputs

Day 5

Support

- Resources
- Competence
- Awareness
- Communication
- Documented information

Day 6

Performance evaluation

- Monitoring, measurement, analysis, and evaluation
- Internal audit
- Management review

Day 7

Improvement

- General
- Nonconformity and corrective action
- Continual improvement

Day 8

The success elements of TQM

- Customer-driven quality
- Plan, Do Check, Act PDCA model
- Eight-step problem-solving methodology
- Process thinking
- Eliminating the nonvalue added
- Lean thinking
- The seven types of waste in organizations
- Visual management and the 5S program
- Six sigma

Day 9

Improvement tools and methodologies

- What is a quality tool?
- The seven quality control tools
- Cause and effect diagram, check sheet, control charts, histogram, Pareto chart, scatter diagram, stratification
- Brainstorming
- Tree diagrams: how-how and why-why diagrams
- Force field analysis
- Affinity diagrams
- Process mapping: 'the turtle'
- Poka-yoke
- Management by facts and data
- Continual improvement and Kaizen
- Enhanced employee participation through idea-generating systems
- Employee reward and recognition

Day 10

Elements of a continuous improvement process

- The eight steps to achieve improvement
- Critical success factors and common failure factors in TQM

Registration form on the Training Course:
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Payment Method

☐ Please find enclosed a cheque made payable to Global Horizon

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