



ISO 9001:2008 QMS & IQA (---- NEW -----)

This course is designed for anyone who wishes to learn and know more about the ISO 9000 series of management systems and include the new standard too.

Courses Contents

I) Chapter 1- Application for Conformity Assessment to Quality Management System

- Audit Methodologies
 - Element approach
 - Department approach
 - Task based approach
 - Process approach
- Requirements & Interlinks
- Auditing emphasis
 - Process Vs Procedure
 - Customer Satisfaction
 - Continual Improvement
 - Management Commitment
 - Results Vs Records

II) Chapter 2- ISO9001: 2008 QMS Principles and Guidelines

- The Set up Clause
- Quality Management System
- Management Responsibility
- Resource Management
- Product realization
- Measurement, analysis and improvement

III) Chapter 3

1) IQA Interpretation Guide – Assessment on ISO 9001:2008 QMS

- Part 1
Introduction on development of ISO 9000, (Requirements of the Standards and Permissible exclusion).



- Part 2
ISO 9001:2008 QMS standard requirements
Evidence reference for the Auditors

2) QMS Documentation requirements

Documentation structure; Quality & Environmental Manual; System procedures; Forms; Work instructions; Document, data & records; Implementation & maintaining the QMS.

IV) Chapter 4–Audit Journey

1) Audit

- Types of an audit, what is an audit? Why audit?
- Audit program, Objectives, Reasons for auditing.
- Auditing behavior, Language, Independency, Competence & Experience

2) Four Phases of an Audit Program

.1 Preparation & Planning

- Audit Team Selection,
- Audit Schedule,
- Audit Plan and Audit Checklist,
- Preliminary Visit & Audit Team Orientation,

.2 Performing an Audit

- Opening Meeting,
- Typical life phases of a Product Audit,
- Auditing
 - *Gathering Objectives of Audit,*
 - *Review of documentation,*
 - *System audit*

.3 Reporting the Audit results

- Non conformities,
- Observations & Questioning Techniques,
- Statistical Methodology
- Summary of Findings



.4 Debriefing Auditee

- Follow-up Corrective & Preventive actions,
- Closed meeting

V) Review on key changes in FDIS ISO 9100:2008 and QMS documentation Requirements

VI) Reference materials

- ISO 9001:2008 Quality Management Systems – Requirements
- ISO 19011:2002 Guidelines for quality and/or environmental management systems auditing
- ISO 9001:2000 Interpretation Guide- Published by Singapore Productivity and Standards Board (PSB) and Endorsed by Singapore Quality Institute

Award of Certificate

Certificate of successful completion will be issued to participants who have attended at least 75% of the course.

Course Dates (2 Days) - from 9am – 5pm

Refer to our website.

Course Fees

S\$ 420 (For SQI Member)

S\$ 460 (For Non- Member)

GST is not applicable . Price is inclusive of two tea-breaks

SDF funding available for SME Only – Application via www.sdf.gov.sg

Course fees are subjected to change without prior notice.



Training Venue

Training will be conducted at SQI, 66 Tannery Lane # 06-07 Sindo Building ,
Singapore 347805

For more information, please contact :

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