

Introducing Quality Management Systems

Do you want to: Gain an understanding ISO9001? Learn how to use ISO9001?



Australian Organisation for Quality (Queensland) Inc

AOQ is committed to delivering quality training in conjunction with industry leaders

Need more information

Tel: 07 3816 2255

Visit www.aq.org.au/QMSTrain.htm

Check out Management Systems Auditor Register

www.pbinstitute.net/AuditorRegister.htm

who should come?

- People involved in **Management System implementation**
- People required to **develop and implement systems, undertake audits**, looking to gain **formal recognition** of their knowledge and experience.
- **Managers** who supervise systems implementation
- Quality management systems **'management representatives'**
- People wishing to attain a practical understanding of quality management **standards requirements**

what is this course about?

This 1 day course is designed to provide a comprehensive and practical understanding of ISO 9001.

In particular it demystifies the more complex aspects of the Standard and explains how a Quality Management System is used to structure business processes which help guarantee your key business objectives.

The practical approach means just that, our training is structured to deliver practical skills which participants need to apply their knowledge to your individual business – who ever you are and what ever you do!

what will you receive?

- Catering for the duration of the course
- Reference workbook to take home
- At the completion of the course, participants receive a Certificate of Completion

what is covered?

Aside from understanding the framework of ISO 9001, participants will discover:

- The importance of the customer
- What the “process approach” really means
- How to ensure your management system locks in its improvements
- The real difference between corrective and preventive action and why preventive action is often ignored but is so critical
- The amount of documentation that is required by ISO 9001
- What an auditor should look for.

How much & where?

Price: \$485 plus GST AOQ-QLD® members

\$595 plus GST public

(incl AOQ-QLD® 6 month membership)

when Refer www.aq.org.au/AuditorTrain.htm#QMS

where Cliftons, 288 Edward Street, BRISBANE

times 8:30am registration, 9:00am to 5:00pm

More Information: www.aq.org.au/QMSTrain.htm or 07 3816 2255

