

MANAGEMENT SYSTEMS, AUDITING AND ISO 9001:2008 TEAM TRAINING

TEAM MEMBER	DAYS TO ATTEND	MAIN BENEFIT OF TRAINING
Top Management	First Two (2)	Explain your policy, understand systems and show leadership commitment to requirements
VP Quality Quality Manager	All five (5)	Develop, use and improve a QMS that assures quality and adds value using the process approach
Management Rep. and Deputy Man. Rep.	All Five (5)	Fulfill the role and responsibilities of Management Representative as specified in clause 5.5.2 of ISO 9001:2008 with competence, confidence and authority
Functional Managers (Sales, IT, etc.)	First Two (2)	Understand the role of functional departments within the QMS; use the QMS to enable the team to accomplish its goals and objectives
Process Owners	All Five (5)	Capture, develop and improve processes that conform to ISO 9001 and have defined, measurable objectives
Lead Auditors	All Five (5)	Audit for effectiveness and not just conformity and fulfill the training requirements for becoming an RABQSA-certified Lead Auditor
Internal Auditors	First Three (3)	Plan and conduct first party audits; add value by auditing for process and system effectiveness and invoking corrective action within your organization
Process Team Member	First Two (2)	Understand systems, the requirements of ISO 9001, and the role of the team within the system

This five-day course is certified by the RABQSA and fulfills the training requirements for becoming a certified auditor.

Upon completion of the full five days, our alumni are able to:

- Plan and execute QMS development or transition projects ensuring conformity to ISO 9001
- Identify and implement the controls necessary for ensuring the QMS translates customer needs into satisfied customers
- Relate fiduciary concerns to the performance of the QMS
- Develop reliable and pliable systems, particularly effective for organizations where process objectives are constantly changing
- Determine and communicate the resources necessary to enable the system
- Communicate the roles and responsibilities within the QMS to the organization
- Lead 1st, 2nd and 3rd party audits, particularly on undocumented systems and audit for process effectiveness against measurable objectives
- Relate the capabilities of the organization to the expectations of customers, top management and shareholders
- Use the QMS to work proactively and not reactively
- Explain to customers how the organization plans to fulfill its promises and show evidence that it has done so in the past

Upon successful completion, students receive:

- RABQSA certificate of successful completion, necessary for applying for certification as an RABQSA Lead Auditor (5 day students)
- 4.0 continuing education units (CEU's) for maintaining professional certifications (5 day students)
- Certificate of successful completion of training in quality management systems and ISO 9001:2008 (2 and 3 day students)