



ONLINE Training
Course Outline for QMS SIMPLIFIED Webinars
(Four webinars each of one hour duration)

Time: 5:00 p.m. U.S. Eastern OR 10:00 p.m. GMT (U.K.) OR 6:00 p.m. Atlantic Standard (Caribbean)

COURSE OBJECTIVES

- Understand the requirements of a QMS focusing on risks, customers, processes and results.
- Complete a quality plan template for a product/service offered by you.
- Recognize gaps in your current management system.

Unit 1 – INTRODUCTION AND RISK MANAGEMENT – Tuesday, **November 11, 2014**

- Welcome
- Course objectives
- Unit overview
- Evidence of successful management
- Quality Plan (QP) template
- Bottom-line benefits of a QMS
- The elements
- The operating principle
- Organisation in context
- Risk management
 - Identify risks (threats and opportunities)
 - Analyse risks
 - Response to risks
 - Control risks
- Complete the relevant sections of the QP template

Unit 2 – CUSTOMER-FOCUS RELATIONSHIPS – Tuesday, **November 18, 2014**

- Unit overview
- The customer's experience
- Leadership/ quality policy/intent
- Building trust
- Customer research
- Product/service quality – stated and implied requirements, legislation, standards, testing
- Customer satisfaction checks /feedback, suggestions
- Customer related objectives
- Staff focus
 - Competence – orientation, sensitization, training, mentoring
 - Org Structure /Roles and responsibilities
 - Internal communication
 - Team approach/integration
- Complete the relevant sections of the QP template

Unit 3 - PROCESS MANAGEMENT RELATED – Tuesday, **November 25, 2014**

- Unit overview
- All work as a process
- Project work and operational work
- Effectiveness and efficiency
- Triple role/process interactions
- Inputs
 - Customer and other requirements
 - Procedures to reduce variation and ensure consistency
 - Metrics/performance indicators
- Process
 - Tools and techniques
 - Tracking and traceability
 - Checks and control
 - Data collection
- Output
 - Checks (verification & validation)
 - Nonconformities/mistakes (rework, segregate, compensate, etc.)
- Improvements
 - Data analysis
 - Correction
 - Corrective action
- Complete the relevant sections of the QP template

Unit 4 - RESULTS BASED MANAGEMENT – Tuesday, **December 02, 2014**

- Unit overview
- Alignment to organisational goals
- Measurable/SMART performance objectives /balance scorecard approach
- Management/performance review
- Information from process monitoring, internal audits, feedback etc.
- QMS Summary chart
- Complete the relevant sections of the QP template
- Final remarks

MAIN REFERENCE:

ISO 9001 – Quality Management System - Requirements