ISO 9000: 2000 quality management for business improvement and customer satisfaction

All ISO 9000 registered organisations have to update their Quality Systems to meet the new requirements and to retain their ISO 9000 registration beyond the year 2003.

The structure and format of ISO 9001: 2000 has changed from twenty clauses to just eight core management principles. The new standard includes a significant shift in philosophy, putting customer focus at the core of the organisation to ensure the customer gets what they asked for and more. This is reinforced by continuous improvement of the management system and taking a factual approach to decision making. These revisions represent a major change for organisations registered. For organisations currently seeking registration or improved business performance this represent an exciting opportunity. Once adopted the new standard brings benefits to any organisation by developing customer relations, market intelligence and secure future business.

We offer the following courses;

ISO 9000 – an overview and the changes (one day)
What you will learn?
Delegates will be able to;
- explain the philosophy and requirement for ISO 9001:2000
- describe key differences from the 1994 standard
- prepare an action plan for implementing the new requirements into the organisation
- implement those actions

ISO 9000 – internal auditing (one day)
What you will learn?
Delegates will be able to;
- identify the key requirement for ISO 9001: 2000
- prepare and plan audits
- develop an audit checklist
- report audits, non-conformities and corrective actions
- identify and agree areas for continuous improvement

Improving business performance with ISO 9001: 2000 (two day)
What you will learn?
Delegates will be able to;
- appreciate ISO 9001: 2000 and its links to ISO 9004 for business improvement
- define the importance of process management and establish objectives and critical success factors
- establish where change and improvement is required and develop an action plan to ensure continual business improvement
- manage and monitor customer satisfaction to improve business performance
- prepare for assessment
- prepare feedback and management reviews

Internal QMS Auditor to ISO 9001: 2000 (two day)
This two day course will provide you with an overview of ISO 9001: 2000, the knowledge and skills to plan, conduct and report and internal audit of QMS.

What you will learn?
Delegates will be able to;
- explain the requirements of ISO 9001:2000
- prepare, plan and conduct an effective audit system compliant with ISO 9001:2000
- report audit findings and non-conformities compliant with ISO 9001:2000
- how to audit both procedures and processes
- how to perform follow-up audits to verify corrective action
- identify and agree areas for continuous improvement
Objectives - A practical approach to setting, monitoring and attaining ISO 9001: 2000 (one day)

What you will learn?
Delegates will be able to;

- develop and set high-level objectives
- tier the objectives down to the appropriate level for implementation
- place the importance of objectives in perspective to the overall direction of the standard (including 9004)
- how to set, monitor and attain objectives

Processes – identifying, interaction, monitor and measure practical process mapping (one day)

What you will learn?
Delegates will be able to;

- use standard process mapping techniques
- understand the importance of defining and monitoring processes to the overall performance of the organisation
- map their own organisations processes
- continuously monitor processes to identify areas for improvement

Continuous improvement - a practical approach to implementing improvement programs (one day)

What you will learn?
Delegates will be able to;

- appreciate the benefits of continuous improvement to develop their management system and the success of their business
- understand and use basic improvement techniques e.g. Kaizen
- how to implement and monitor improvement programmes
- manage and monitor customer satisfaction to improve business performance

The On-site coach

Increasingly our Clients have approached us with specific needs to help them with ISO 9001: 2000. BRE Training & Education can give on-site coaching at your premises. This is provided via course trainers who have international experience of providing consultation and conducting third party audits. The on-site coaching is designed to focus on specific areas of your company’s Quality Management System (QMS) to unblock sticking points, to move the QMS forward to meet the requirements of ISO 9001: 2000 and make a difference to your company business.

Write or tell us your specific sticking points and our trainer will contact you to discuss and propose an action plan. Subject to your approval we will provide you with a proposal for the on-site coaching. On acceptance of the proposal we will contact you to agree a mutually convenient date.

Who should attend?
Senior Executives, Quality Managers, Internal Auditors, staff who have a role in converting, implementing, maintaining, measuring and improving an ISO 9001:2000 QMS.

Assurance
BRE Training & Education and its approved trainers form a separate organisation to certification bodies, BRE Certification, LPCB and Wimlas. Consequently impartiality is assured.

Further details
For further details

please contact the training Helpdesk by;

sending an email to train@bre.co.uk

or

talking to one of our operators on +44 (0)1923 664800

Once we have identified and agreed your training requirements we are happy to provide you with a proposal tailored to meet your specific training needs.