

# Developing a Practical QMS (MQ01)

## Course Description

Looking to implement a quality management system? Is your current system ineffective and needs a re-design? Does your system need to add value? Do you want a practical course where you can ask all your questions?

This two-day course has been designed to provide you with the knowledge and skills to:

- ✓ Effectively design and implement a Quality Management System QMS
- ✓ Ensure that organisations achieve tangible benefits from the QMS development and implementation process
- ✓ Maximise the involvement of key stakeholders
- ✓ Ensure that corporate governance and quality performance improvement issues are captured in the QMS
- ✓ Avoid common design and implementation mistakes made by other organisations
- ✓ Drive the implementation project through a well-developed implementation strategy
- ✓ Obtain top management commitment and involvement through reporting of effectiveness measures

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### Introduction

- Overview
- Quality /Quality Assurance
- Management Systems
- Quality Management Systems
- Quality Documentation
- Integrated management system

### Review of ISO9001

- ISO 9001 introduction
- Detailed review of ISO 9001
- Typical objective evidence for each requirement of ISO9001
- ISO 9001 & other criteria – a comparison

### Corporate Governance

- Legislation
- Due diligence
- Risk Management
- Continual improvement

### Development and Implementation

- Formulating a QMS implementation strategy
- QMS implementation model
- Overcoming barriers and challenges
- Avoiding common pitfalls
- Emerging developments

### Certification

- Accreditation & certification
- Avoiding common pitfalls during first, second and third party audits
- Process auditing explained
- QMS certification audits – lessons learned



## Course Approvals



This course provides a learning and assessment pathway to the following RABQSA International competency unit:

RABQSA-QM: Auditing quality management systems

Participants assessed as competent will meet the RABQSA International requirements and be issued a certificate of attainment for this competency unit.

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## Special Features

This course features detailed teaching and interactive discussion on requirements, documentation and implementation strategies. Participants are encouraged to bring examples of existing systems to the course and facilitators adapt presentation and coaching to individuals and their organisation.

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## In-house Options

This course is offered on an in-house basis only.

