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# Introduction to ISO 9000

## On-Site Seminar

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Today, companies must compete in a global marketplace of world class competitors. To be successful, companies must understand and implement internationally recognized standards for Quality Management Systems.

The ISO 9000 (ANSI/ASQ Q9000) Series Standards provide models and guidelines for implementing the Quality Management Systems needed to compete in a global marketplace. Generic in nature, these Standards can be applied to any size or type of business. A company that successfully implements a Quality Management System based on the ISO 9000/Q9000 Series Standards may seek third party Quality Systems Registration to comply with customer requirements and improve the company's competitive position.

*Introduction to ISO 9000* provides information on all aspects of the year 2000 approved versions of the ISO 9000/Q9000 Series Standards and an overview of the Quality Systems Registration process. Participants will learn key terms and definitions, the organization and contents of the Standards documents, fundamental Quality Systems requirements, steps of the registration process, and how to learn more about implementing the Standards.

This Seminar is oriented toward Executives, Managers, Supervisors, and Quality Professionals. It consists of nine instructional units and requires approximately eight hours for presentation. Participant Materials include copies of all slides, key reference information, and current information on relevant agencies and resources.

Call us to learn more about the ISO 9000/Q9000 Series Standards and how they may impact your company's future.

### Seminar Outline:

#### Unit 1 - ISO 9000 Series Background

- Introduction
- History
- Future Directions

#### Unit 2 - ISO 9000 Series Documents

- Introduction
- Key Standards Documents
  - ISO 9000:2000/Q9000-2000
  - ISO 9001:2000/Q9001-2000
  - ISO 9004:2000/Q9004-2000
- Related Documents
  - ISO 10000 Series
  - ISO 19011
  - ISO 14000 Series
- Relationships to Other Standards
  - QS-9000
  - ISO/TS 16949:2002

#### Unit 3 - Key Terms and Definitions

- Introduction
- ISO 9000:2000/Q9000-2000 Document Structure
- Supply Chain Relationships
  - Supplier
  - Organization
  - Customer
- Area Specific Terms and Definitions
  - Quality
  - Management
  - Organization
  - Process and Product
  - Characteristics
  - Conformity
  - Documentation
  - Examination
  - Audit
  - Measurement Processes

## Innovations PLUS



11 Helmsford Way  
Penfield, NY 14526-1971  
Phone: 585-377-8340  
Fax: 585-377-7569  
[www.iplusnet.com](http://www.iplusnet.com)

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#### Unit 4 - ISO 9000 Quality Management Principles

- Introduction
- Customer Focus
- Leadership
- Involvement of People
- Process Approach
- System Approach to Management
- Continual Improvement
- Factual Approach to Decision Making
- Mutually Beneficial Supplier Relationships

#### Unit 5 - ISO 9001:2000/Q9001-2000 Requirements

- Introduction
- ISO 9001:2000/Q9001:2000 Document Structure
- Quality Management System
  - General Requirements
  - Documentation Requirements
- Management Responsibility
  - Management Commitment
  - Customer Focus
  - Quality Policy
  - Planning
  - Responsibility, Authority and Communication
  - Management Review
- Resource Management
  - Provision of Resources
  - Human Resources
  - Infrastructure
  - Work Environment
- Product Realization
  - Planning of Product Realization
  - Customer-related Processes
  - Design and Development
  - Purchasing
  - Production and Service Provision
  - Control of Monitoring and Measuring Devices
- Measurement, Analysis and Improvement
  - General
  - Monitoring and Measurement
  - Control of Nonconforming Product
  - Analysis of Data
  - Improvement

#### Unit 6 - Relationship to Excellence Models

- Introduction
- Excellence Models
  - Baldrige Award Criteria
- Common Principles
- Compliance versus Performance

#### Unit 7 - Performance Improvement Guidelines

- Introduction
- ISO 9004:2000/Q9004-2000 Document Structure
- Quality Management System Guidelines
  - Quality Management System
  - Management Responsibility
  - Resource Management
  - Product Realization
  - Measurement, Analysis and Improvement
- Self-assessment Guidelines
- Continual Improvement Processes

#### Unit 8 - The Registration Process

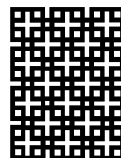
- Introduction
- Key Terms and Definitions
  - Certification
  - Registration
  - Accreditation
  - Accreditor
  - Registrar
  - Auditor
  - Lead Auditor
- Benefits of Registration
- Selecting a Registrar
- General Registration Process
  - Preparation of the Quality Manual
  - Internal Audits
  - Application for Audit
  - Cost Quotations
  - Review of Quality Manual
  - On-Site Audit
  - Certification and Registration
  - Surveillance Audits
- Use of Service Marks

#### Unit 9 - Learning More About the ISO 9000 Series

- Introduction
- Sources for Documents
- Related Publications and References
- Resources

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