Introduction to ISO 9000:2008
On-Site Seminar

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 9000:2008 provides information on all aspects of the relevant 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
- ISO
- History
- Future Directions

Unit 2 - ISO 9000 Series Documents
- Introduction
- Key Standards Documents
  - ISO 9000:2005/Q9000-2005
  - ISO 9001:2008/Q9001-2008
  - ISO 9004:2000/Q9004-2000
- Related Documents
  - ISO/IEC 17021:2006
  - ISO 19011:2002
  - ISO 10000 Series
  - ISO 14000 Series
- Relationships to Other Standards
  - ISO/TS 16949:2009

Unit 3 - Key Terms and Definitions
- Introduction
- ISO 9000:2005/Q9000-2005 Document Structure
- Supply Chain Relationships
  - Supplier
  - Organization
  - Customer
- Area Specific Terms and Definitions
  - Quality
  - Requirement
  - Customer Satisfaction
  - Capability
  - Management System
  - Quality Management System
  - Management
  - Top Management
  - Quality management
  - Quality Control
  - Quality Assurance
  - Organizational Structure
  - Process
  - Product
  - Project
  - Procedure
  - Characteristic
  - Quality Characteristic
  - Conformity
  - Nonconformity
  - Correction
  - Corrective Action
  - Preventive Action
  - Rework
  - Repair
  - Scrap
  - Concession
  - Deviation Permit
  - Release
  - Quality Plan
  - Objective Evidence
  - Verification
  - Validation
  - Audit

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