

Programme Co-ordinator: **Lulanie Swanepoel**

Swift Silliker is accredited with FoodBev SETA: Accreditation number: 587/00077/0610



ISO 9001:2008

AN INTRODUCTION TO **THE REQUIREMENTS**

Course Overview

The internationally-recognised ISO 9001:2008 Quality Management System allows companies to develop, implement and improve the effectiveness of a quality-management system while also enhancing customer satisfaction.

The course will provide an overview of ISO 9001:2008's purpose and requirements. It will include individual involvement in successfully implementing and maintaining the quality-management system.

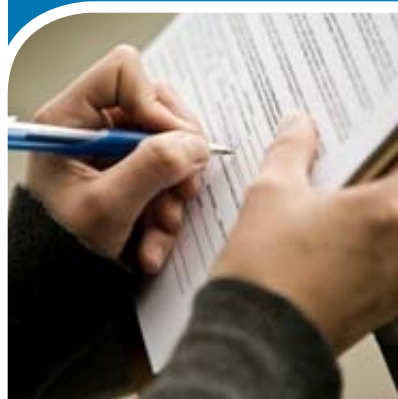


Course Objectives

To equip the participant with basic knowledge about the ISO 9001:2008 Quality Management System.

At the conclusion of the course, participants will be able to:

- demonstrate an understanding of the purpose and requirements of ISO 9001:2008
- assist with implementing and maintaining a quality-management system
- help identify nonconforming processes and products
- understand basic quality concepts.





Entry Level Requirements

To ensure that this course is valuable to your company, delegates must be comfortable communicating in English and need suitable reading and writing skills.

A certificate of attendance will be issued once the course has been successfully completed.

Who Should Attend

- Floor level QC/QA staff
- Factory staff
- Production supervisors

Duration: Three hours

Language: English



Course Outline

- Comparing standards ISO 9001:2008, ISO 22000:2005 and SANS 10330:2007
- Background to ISO 9001:2008
- Overview of clauses 4 to 8 (including requirements, responsibilities and documentation)
- The process approach is explained, including the PDCA cycle, design and development
- Benefits implementing ISO 9001:2008.



For Further Information

on our training courses, or to register for a course, please contact Swift Silliker's Marketing Department.

Cape Town	tel: 021 683 8436	fax: 021 683 8422
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