

ISO 9001:2008 Essentials Online Training

Course Description

This online course uses animated and interactive content to provide an introduction to the world of ISO 9001:2008. Through this independent, on-demand training, participants will gain an understanding of the history, principles and fundamentals of Quality Management, Quality Management Systems, and the ISO 9001:2008 standard itself.

For ISO 9001 registered organizations, this course is the ideal way to expand your organization's understanding of Quality Management and ISO 9001:2008, as well as to communicate the associated responsibilities and benefits.

For organizations not yet registered, or without a formal Quality Management System, this course provides a strong introduction to the general concepts and requirements of ISO 9001:2008 and the benefits it can bring to an organization.

Who Should Take It

This is an introductory course designed to increase awareness and understanding of ISO 9001:2008 throughout the employee base of an organization. Ideal candidates include:

- **Supervisors, Lead Hands and Production Employees** - for an understanding of an ISO 9001 QMS and how it relates to their daily work (documentation, forms, quality inspection, audits, etc.).
- **Sales and Marketing Staff** - for an appreciation of the benefits that ISO 9001 brings to your business...and to prospective customers.
- **Upper and Middle Management** - for a better understanding of management's involvement and responsibilities.
- **New Hires** - for an introduction to Quality Management.
- Anyone looking to gain an introduction to the world of Quality, Quality Management, and the use of ISO 9001:2008 as a Quality Management System within an organization.

Learning Objectives

- Understand the concepts of "Quality Management" and "Quality Management Systems", how they work, and why they are important to an organization.
- Learn the origin and history of ISO 9001 and why organizations choose to implement this Quality Management System.
- Be aware of the 8 Quality Management Principles and their benefits to the organization and its employees.
- Gain a general, introductory knowledge of the ISO 9001:2008 requirements.
- Understand the registration and certification process.
- Learn what is expected of an employee working with an ISO 9001:2008 QMS.
- Understand the different types of audits, how they are conducted, the different types of questions asked, and what to do when being audited.

Course Content

- Quality Management & Quality Management Systems
 - Definition, Introduction, Goals, Objectives & Examples
- History of ISO 9001
 - Introduction & History
 - Relation to other Tools, Systems & Standards
- Why Do Companies Adopt ISO 9001:2008?
 - Benefits to the Organization
 - Benefits to the Employee
 - Employee Responsibilities and Requirements
- Quality Management Principles
 - Review of 8 principles on which ISO 9001:2008 standard is based, and benefits of each.
- Requirements of the ISO 9001:2008 Standard (Brief Introduction)
- ISO Registration & Certification Process
 - Different bodies / associations involved.
 - Ongoing maintenance process.
- What Employees Need to Know
 - What is expected of you.
 - What might be asked of you.
 - Audits - Types, purpose and methods.
 - Typical audit questions.
 - What to do during an audit.
- Final Quiz

Prerequisites

None. This is an introductory course designed for personnel and management with little or no prior knowledge of ISO 9001:2008.

Methodology & Schedule

- This Online Training course is available "on demand". Participants can register and pay online at www.thebrc.ca and begin training immediately.
- Training may be completed over time - participants can start and stop as desired, and will resume where it left off.
- A final quiz reviews the course material and must be completed before the participant can receive their training certificate.
- The course material takes between 2-3 hours to complete.
- Participants are given 2 weeks from time of registration to complete course material.