



## DOCUMENTATION & IMPLEMENTATION OF ISO 9001

### COURSE OVERVIEW

Many organizations consider the documentation requirement as a time consuming task that reduces their operational flexibility. Quite often, due to misunderstanding of the standards' requirements, organizations have established the document control policies and procedures either inadequately or excessively. The ISO 9001:2000 QMS standards allows for significant reduction for documentation.

### OBJECTIVE

This course is designed to provide participants with guidance and practical knowledge on how to establish, document and structure a documented quality management system (DQMS), which will reflect the company business process model and the ISO 9001:2000 standard.

### WHO SHOULD ATTEND

Managers, engineers, executives, department heads, supervisors and members of the ISO9000 steering committee who have been involved in the ISO9000 project.

### COURSE OUTLINE

- Topic 1: Why documentation?
- Topic 2: Planning the document control system to meet the ISO 9001:2000 requirements
- Topic 3: The ISO quality management system documentation structure
- Topic 4: Preparation of the various levels of documentation
- The quality manual and the quality policy
  - The quality system procedures and department procedures
  - The standard operating procedures/ work instructions
  - The quality records
- Topic 5: Procedure development – how to write procedure flows
- Topic 6: The typical documentation policy and document control procedure – specimen copy
- Topic 7: The ISO 9000 quality management system implementation – five phases

### TRAINER

PESDC has a panel of professionally qualified, well-trained and industrially experienced technical trainers.

### COURSE FEE (SSK-ISO12)

**RM450.00 per pax (member)**  
**RM500.00 per pax (non-member)**  
*or*  
**RM5,000.00 (max. 20 participants)**  
*(Inclusive of course materials)*

Certificate of Achievement will be awarded upon successful completion of the course.

**SBL**  
**claimable**

### COURSE DETAILS

**Duration : 2 days**

**Date : Refer to training calendar**

**Time : 9.00am to 5.00pm**

**Venue : PESDC Training Complex**

*For Further Enquiries, please contact:*

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