

# ISO 9001:2008 - QUALITY MANAGEMENT SYSTEM IMPLEMENTATION

Code: **QM.9000.M1**

## Introduction:

ISO 9000 is one of successfully greatest standards of International Organization for Standardization (ISO). Until now, this standard has been over million organizations/enterprises in 175 countries applied and certified. In Vietnam, during more 10 years applying, ISO 9000 has been affirmed to bring about practical benefits for organizations/enterprises. In order to guarantee that this standard are always appropriate and effective with users, International Organization for Standardization (ISO) has been reviewed, modified and issued ISO 9001:2008 in **15 November, 2008**. ISO 9001:2008 has more improvement than ISO 9001:2000 based on feedback of applied organization as certification body of countries.

Moreover, with the aim at supporting organizations/enterprises to grasp changes in ISO 9001:2008 and update, improve the current quality management system, Vietnam Productivity Centre (VPC) holds the training course: **“ISO 9001:2008-QMS Implementation”**. The training course opens within 2 days on May/24<sup>th</sup>-25<sup>th</sup>/ 2010.

## Course Content:

### **Part 1: Introduction to the standard family of ISO 9000.**

- The standard family of ISO 9000: development history and structure;
- Changes in ISO 9001:2008;
- Benefits of applying ISO 9001:2008;

### **Part 2: Implementation of quality management system based on ISO 9001:2008.**

- Analyzing requirements of quality management system based on ISO 9001:2008;
- Analyzing process and business activities of organization;
- Define documents needed in quality management system according to ISO 9001:2008's requirements;
- Guide to write model procedures as quality manual, quality policy, quality objectives, work instruction, quality plan, form...
- Improvement activities to maintain quality management system in accordance with ISO 9001:2008's requirements;
- Roles of secretary and quality management representative (QMR) in process of updating and implementing quality management system based on ISO 9001:2008

### **Part 3: Introduction to the improvement tools of quality management system based on ISO 9004:2009.**

- Requirements for sustainable development in ISO 9004:2009;
- The tools aim to guarantee growing and sustainable development of enterprises: Kaizen/ 5S, Balanced Scorecard, 6 Sigma, Lean Production, KPIs, Benchmarking...

### **Part 4: Steps in achieving the certification of quality management system based on ISO 9001:2008.**

## Participants

- Organization's/ enterprise's managers;
- Quality management representative - QMR;
- Chief of department and quality officers.

**Trainer:** Quality management experts from Vietnam Productivity Centre.

**Training fee:** **1.050.000 VND/ 01 person/ 2 days** (included 5% VAT)

(Includes: Training materials, certificate, tea breaks, lunches and other organization fee).

**Duration:** **From 24 to 25 May 2010** (from 8:30 to 17:00)

## • **Chất lượng/Quality**

ISO 9001:2008

Lead Auditor ISO 9001:2008

ISO/TS 16949

ISO/IEC 13485

## • **Môi trường/Environment**

ISO 14001

Lead Auditor ISO 14001

## • **An toàn và sức khỏe/ Health and Safety**

OHSAS 18001

SA 8000

## • **An toàn thực phẩm/ Food Safety**

GMP

HACCP

ISO 22000

## • **Phòng thử nghiệm/ Laboratories**

ISO/IEC 17025

ISO 15189

## • **An ninh thông tin/ Information Security**

ISO/IEC 27001

ISO 15189

## • **Công cụ cải tiến/ Improvement tool**

KPIs

Balanced Scorecard

HRM

TPM

Lean-Six Sigma

Đo lường, đánh giá năng suất

TQM

QCC

Kaizen

5S

SPC/ FMEA

CRM/CSM

Knowledge Management