

## Two-Day Quality Management System Surgery

### Day 1

- Introductions, and Purpose of QMS Surgery; method of working; delegates' reasons for attending
  
- The Philosophy and Principles behind ISO 9001
  
- Processes and Process Control
  
- Issues from the Documentation section of the Standard
  - Documents vs Records
  - Minimum Documentation
  - The Quality Manual, its Structure and Content Details
  
- Issues from the Management section of the Standard
  - Customer Satisfaction
  - Objectives and Targets
  - The Management Representative

### Day 2

- Issues from the Competence and Operations sections of the Standard
  - Evaluating Training
  - Infrastructure Control
  - Marketing, PR and Customer Relations
  - Design
  - Approving Suppliers
  - Customer Property
  
- Issues from the Measurement and Monitoring section of the Standard
  - Improvement requirements
  - Process measurement
  - Data Analysis
  - Preventive Action techniques
  
- Delegates' additional issues