



ISO 9001:2008 Documentation Development Course

COURSE OBJECTIVE

This two-day course is intended for those who are involved in establishing and implementing quality management systems, and in particular for those people who will be in charge of documenting the system.

This course uses ISO 9000 as an example of a quality management system standard but provides guidance on preparing manuals, procedures, job descriptions etc., which can be used for effective writing of documents for any management system and in particular writing of system procedures.

At the conclusion of this course delegates will have been provided with:

- An ability to identify the documents required in the quality system;
- An understanding of the function of documents and records in the system;
- An understanding of the benefits of documenting the quality management system;
- An understanding of the document control requirements;
- An ability to prepare quality system documents efficiently;
- Create effective flowcharts, checklist and diagrams along with text procedures;
- An understanding of the user's requirements and those characteristics of the documents that define their usefulness.

COURSE CONTENTS

This is an interactive course involves tutorials, discussions & exercises focusing on:

- An analysis of documentation requirements in ISO 9001:2008;
- An explanation of the general approach to preparing quality system documents;
- Introduction to the structure of quality systems;
- Explanation of document control requirements;
- Detailed review of preparation of documents such as quality policy, organization charts, job descriptions, procedures and forms;
- Analysis of the typical contents and structure of the quality manual;
- Tips on preparation of quality plans. This is an interactive course that includes tuition, workshops and exercises.

SUGGESTED PRE-REQUISITES

- Completion of Secondary Education;
- An understanding of report writing is desirable;
- A prior knowledge of the requirements of ISO 9000 is essential;





COURSE ACCOMODATIONS

Due to intensive nature of course it is recommended that it is taken as residential through local AFOES offices or that delegates choose a course at an easily accessible venue. In case you require Hotel accommodation please contact the hotel directly.

COURSE VENUE

All our public courses are being conducted at carefully selected venues at leading hotels and conference locations. Delegate's comfort is our top priority and we ensure that it is well taken care of at all times. Your feedback at the end of each course will help us to meet your expectations next time when you join us for another training session.

IN-HOUSE TRAINING SERVICES

Many organizations have their own unique facilities for training their staff. This course can also be held at your premises tailored course, the number of delegates will be dependent on facilities available. Please contact local AFOES office for details.

For details on Course Fee, exact course location and/or any other specific information, please contact local AFOES office.

AFOES LOCAL CONTACTS:
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