

# Course Description

## The Global Quality Edge: ISO 9000 Certification Requirements AMS316



### Overview

To provide organizations with quality system standards, the Organization for Standardization developed the ISO 9000 series of international standards. These standards are sweeping the world and should be used without change. This course will explore ISO 9000 certification requirements via easy to follow procedures for implementing quality.

### Learning Objectives

- Understand the concepts and methods of ISO 9000 certification
- Gain deeper understanding of the goals used to build the program
- Understand the benefits to ISO 9000 certification
- Understand how to use certification to the fullest extent
- Choose from the quality gurus to select and build your corporate quality philosophy
- Understand the components to writing manuals in behavioral terminology and creating a learning document
- Map and document process using flow charting and storyboard tools
- Select a registrar for certification who shares a common philosophy

### Format

This course is highly interactive and adaptive to participant's interests and needs. A discussion approach is used and is accompanied by individual and team exercises.

### Duration

Two days

### Who Should Attend

Anyone from an organization challenged with the responsibility of overseeing the ISO 9000 certification process would benefit by taking this course.