

CERTIFICATE PROGRAMME ON QUALITY ASSURANCE – ISO 9000:2000

Programme Aim & Objectives

The broad aim of this programme is to equip professionals from various industries with the relevant knowledge to prepare, implement, operate and maintain a quality assurance system described by the ISO 9000 international standard.

The objectives of this programme are to enhance the participants' knowledge in

- (i) various components in the ISO 9000: 1994;
- (ii) how ISO 9000 can be applied into their work, company and industry;
- (iii) various issues covered in the new ISO 9000: 2000;
- (iv) the differences and similarities between the year 2000 version and year 1994 version of the ISO 9000;
- (v) what the Quality Assurance auditors look during their visits;
- (vi) how companies should prepare for the ISO 9000: 2000 certification.

Key topics in Lectures

- Principles and Concepts of Quality
Background and history of quality. Quality Control, Quality Assurance and Total Quality Management. Quality, productivity and profit. 8 Quality management principles.
- Introduction to ISO 9000
An overview of the ISO 9000:2000, ISO 9001:2000, ISO 9004: 2000 and the concepts of consistent pair or trio. An overview of ISO 9001: 1994, ISO 9002: 1994, ISO 9003: 1994 and other related standards.
- Management Responsibility in ISO 9000
The establishment of a quality system. The establishment of quality policy and objectives. Management's responsibility and commitment. Organize & structure your company for ISO 9000 accreditation. Management Review.
- Resource Management and Document Control in ISO 9000
Resources related to QA. Requirements, documentation and provision of training. Requirements of a Quality System Manual. The hierarchy of documentation. Establishment of a QA documentation system. Drafting of departmental manual, work instructions, etc.

CERTIFICATE PROGRAMME ON QUALITY ASSURANCE – ISO 9000:2000

- Product Realization in ISO 9000
Customer and product requirements review and documentation. Design and Development Control. Operations Control. Requirements and documentation for purchasing. Production Identification & Traceability. Product Validation. Common problems encountered in design and operations control. Control of measuring and monitoring devices
- Measurement, Analysis and Improvement in ISO 9000
Monitoring customer's satisfaction and handling customers' complaints. Requirements of internal quality audits. Performing and documenting internal quality audits. Control of non-conformity. Inspection of nonconforming products and their documentation. Corrective actions implementation. Seeking preventive action. Continual Improvements.
- The Certification Process
The selection of a Certification body. The Certification process. Prepare for pre-audits, system audits and surveillance visits. What do Auditors look for in their visits? A comparison between ISO 9000: 1994 and ISO 9000: 2000.
- Special Requirements in ISO 9000: 2000
Continual improvements. Customer focus, satisfaction & communication. Internal communication. How to alter your existing quality system to fit into the ISO 9000: 2000?

Designed For

Professionals, managers and practitioners from various industries, e.g. manufacturing, construction, etc., who are involved or have interest in the management of Quality Assurance System.

Time & Duration

3 hours per Lecture, 7 Lectures.

Language Of Delivery

Cantonese supplemented with English Terminologies.

Award Of Certificate

The certificate will only be awarded to participants who have attended at least 70% of the lectures and passed the end of programme test.