



UNIVERSITI KUALA LUMPUR
MALAYSIAN SPANISH INSTITUTE

(The contents and other related details in this form is used for publication purpose only. Training module will be given to participants upon registration)

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|---|------------------------------------|----------------------|---------------|
| Course Title: ISO 9001 QMS | | Course Code : | QA 110 |
| <u>Course Background/Summary :</u> ISO 9001:2000 is a Quality Management System (QMS) standard developed by the International Organization for Standardization (ISO) which is recognized by most of the countries worldwide. The ISO 9001 QMS standard is the starting point for all well-meaning organizations that want to demonstrate their commitment to enhance customer satisfaction. As the standard is written in a generic, adaptable and non-prescriptive manner, that makes it suitable for all organizations, i.e. manufacturing, services, governmental and as well as non-government agencies. This course is a must for Quality Management Representatives (QMRs), auditors and staffs of organizations interested in or have been certified to the ISO 9001 standard, as it covers the essentials from interpretation of the requirements, to its documentation and effective implementation. | | | |
| <u>Course Objectives:</u> <ul style="list-style-type: none">• Increase the understanding about the ISO 9001:2000 Quality Management Systems;• Gain knowledge on the requirements of ISO 9001: 2000; and• Determine the foundation needed as guidance for documentation and implementation of ISO 9001: 2000 Quality Management Systems. | | | |
| <u>Target Audience:</u> This course is designed for all levels of management and employees who are involved in the activities relating to the implementation of ISO 9001. | | | |
| Course Duration : | | 2 days | |
| Course Contents : | | | |
| No | TOPICS | | |
| 1 | Introduction to QMS | | |
| 2 | ISO 9001: 2000 QMS Requirements | | |
| 3 | Implementing an ISO 9001: 2000 QMS | | |
| 4 | Documenting an ISO 9001: 2000 QMS | | |
| 5 | Case Study and Exercise | | |
| <u>COURSE STRUCTURE:</u> | | | |
| Practical: | | 10% | |
| Theory / Lab Works: | | 90% | |

UniKL MSI can also customize existing short courses and develop new courses to meet your personal training needs and requirements. The course duration serves as a guideline for your reference.

Please forward enquiries to Centre for Advancement & Continuing Education (ACE), University Kuala Lumpur (Malaysian Spanish Institute), Kulim Hi-Tech Park, 09000 Kulim, Kedah or via fax to:04-4032539 or email to syazrah@unikl.edu.my or call 04-4035199 / 200 (ext:112 / 185)