Quality Management System

Course Outline

Introduction Training

APRIL 2025

Delivered by:

MF Management Services

Course Overview

This 1-day Introduction to Quality Management Systems (QMS) provides a clear understanding of the core principles, benefits, and key practices of a QMS. Ideal for both newcomers and those seeking a refresher, this course lays the foundation for effective quality management within any organisation.

How to book your course:

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1	**Visit: www.isosystems.org.uk/internal-auditor-training**
2	**Complete the online form**
3	**A member of our team will get in touch**

Contact us Direct:

Tel: **01325 788352 / 07813858310**

E: **services@isosystems.org**

Introduction to Quality Management

- **Definition of Quality Management:** What quality management means in various industries and how it ensures consistent and reliable output.

- **Key Components of QMS:** Understanding the elements that make up a QMS, including:

  - Processes and procedures
  - Documentation and records
  - Roles and responsibilities
  - Continuous improvement

Core Elements of a Quality Management System
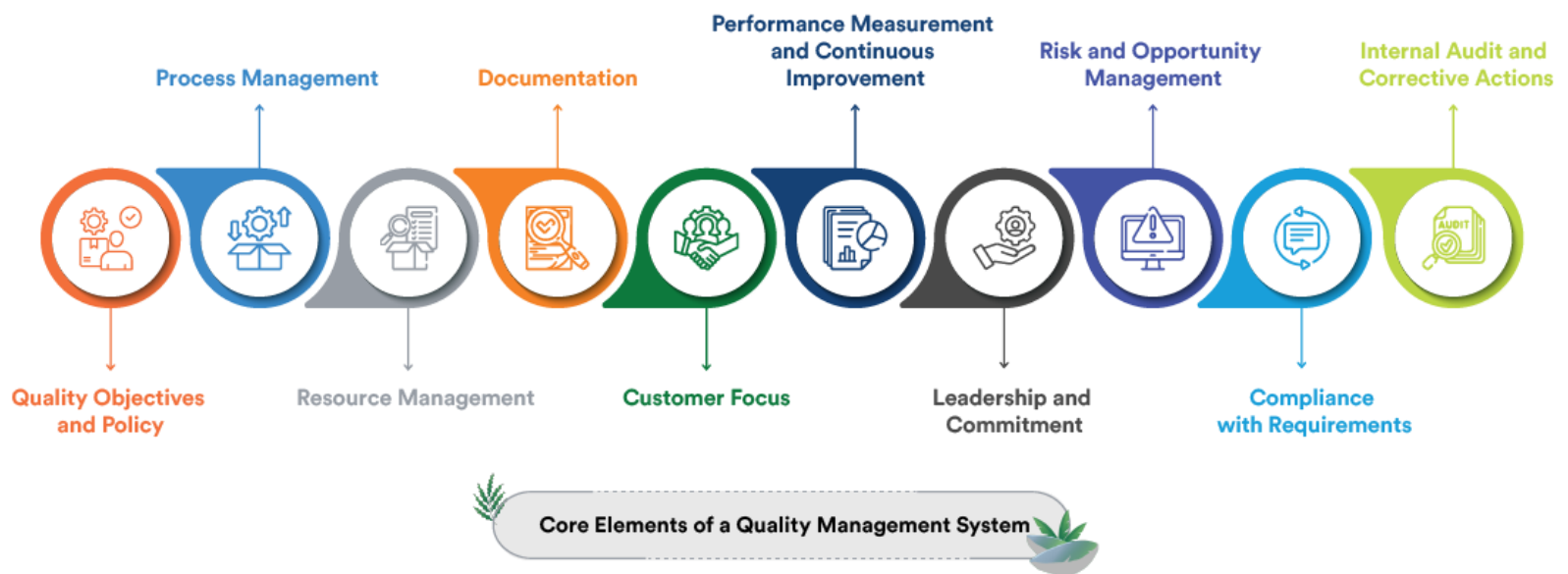
Quality Management Principles

- **Customer Focus:** Ensuring that the organisation's activities are aligned with customer needs and expectations.

- **Leadership:** The importance of leadership in promoting and sustaining quality within the organisation.

- **Engagement of People**: The role of employees at all levels in contributing to quality.

- **Process Approach:** Managing activities as processes to achieve consistent, predictable results.

- **Improvement:** The need for ongoing improvement to maintain competitiveness.

- **Evidence-Based Decision Making:** Using data and analysis to drive decisions.

- **Relationship Management:** Building strong relationships with suppliers, customers, and other stakeholders.

Key Standards in QMS

- **ISO 9001:** Overview of the ISO 9001 standard as the most widely used QMS framework. Understanding the structure, clauses, and requirements of ISO 9001.

- **Other Relevant Standards:** Brief mention of other industry-specific standards (e.g., ISO 14001 for Environmental Management, ISO 45001 for Occupational Health and Safety).

QMS Frameworks & Models

- **Plan-Do-Check-Act (PDCA) Cycle:** A fundamental approach for continuous improvement and problem-solving in QMS.

- **Risk-Based Thinking:** How risk management is integrated into the QMS to prevent problems and enhance decision-making.

PLAN
Identify needs and establish necessary objectives

DO
Execute the plan and test potential solutions

ACT
Implement the best solutions and take actions to continually improve performance

CHECK
Analyze results in comparison with the expected results

QMS Implementation & Challenges

- **Steps for Implementing a QMS:** Key stages in implementing a QMS, from planning and designing to training and monitoring.

- **Common Challenges:** Understanding barriers like resistance to change, resource allocation, and aligning QMS with business goals.

- **Benefits of a QMS:** How it can lead to improved efficiency, customer satisfaction, compliance, and competitive advantage.

Practical Exercises & Case Studies

- **Case Studies:** Real-world examples of successful QMS implementations in different industries.

- **Group Exercises:** Discussions or simulations to apply QMS principles and think through quality management problems.

QMS Audits & Monitoring

- **Internal Audits:** Understanding the role of audits in evaluating and ensuring the effectiveness of a QMS.

- **Corrective and Preventive Actions (CAPA):** How to identify nonconformities, root causes, and implement corrective actions.

Steps in ISO 9001 Internal Audit

1. Planning the Audit Schedule
2. Planning the Process Audit
3. Conducting the Audit
4. Reporting on the Audit
5. Follow-up on Issues or Improvements Found

QMS in Different Industries

- Exploring how QMS can be applied across different sectors, such as manufacturing, healthcare, service industries, and more.

Summary & Wrap-Up .

- Recap of key concepts.
- Q&A session to clarify doubts and further enhance understanding.
- Resources for continued learning on quality management.

This agenda ensures participants walk away with a solid foundation in the basic principles and practices of quality management systems, suitable for both newcomers and those looking to refresh their understanding.