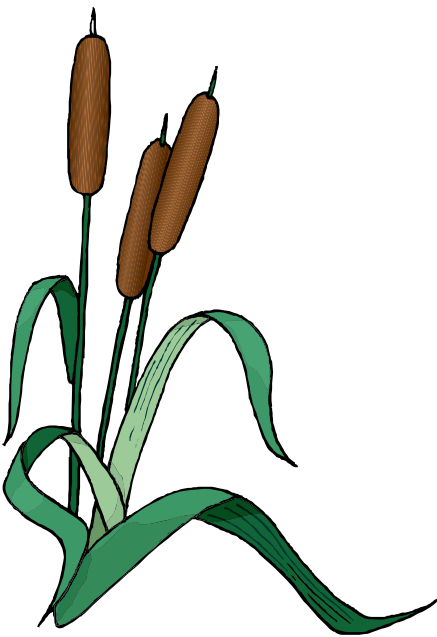


**PROCESS
EXCELLENCE
SERIES**



ISO 9001:2000 – An Overview

ISO 9000 is a series of International Standards for Quality Management. They specify requirements and recommendations for the design and assessment of a management system, the purpose of which is to ensure that suppliers provide products and services, which satisfy specific requirements.

1. Course Objectives

This course aims to provide participants with:

An understanding of the changes to the ISO 9001:2000 Quality Management System Standards

An understanding of how to incorporate the new standard to their existing Quality Management System

2. **Duration** : ONE day
3. **Who Should Attend** : Quality Managers, Management Representatives, Quality Professionals, Auditors and Staff responsible for implementing and/or maintaining the Quality Management System
4. **Course Outline** :
- Background
 - Structure of the new family Quality Management System
 - Management Responsibility
 - Resource Management
 - Product Realisation
 - Measurement, Analysis and Improvement
 - Correspondences between ISO 9001:2000 and ISO 9001:1994

ISO 9001:2000 Internal Auditor Training

1. Course Objectives

This course will enable its participants to understand, develop and implement an in-house quality audit programme that fulfils the requirements for Internal Audit.

2. **Duration** : TWO days

3. **Who Should Attend** :

Company Personnel who are responsible for conducting Internal Audit of their company's quality management system, either individually or as a member of the company audit team.
Managers and other Personnel who are responsible for establishing the Internal Quality Audit function

4. **Course Outline** :

Introduction to Quality concepts,
ISO 9000 standards and Quality Management System
Documentation
ISO 9001:2000 Clause Requirements
Definition & Requirements of Internal Audit
Preparation of An Audit
Conducting An Audit
Audit Reporting & Follow Up
Case Studies & Role Plays

Introduction to Benchmarking

1. Course Objectives

Benchmarking is a recognised means of helping an organisation improve by comparing its standards and performance levels with those set by outstanding organisations around the world. This course enables its participants to have a comprehensive understanding of what benchmarking is and how to conduct benchmarking systematically based on a 4-phase, 10-step process. They will then be able to use benchmarking to achieve business excellence for their organisations

2. **Duration** : ONE day

3. **Who Should Attend** : Executives, Managers, and Supervisors who want to use benchmarking to achieve superior performance for their organisations

4. **Course Outline** :

- Fundamentals of Benchmarking
- The Fuji-Xerox Story
- The 4-phase, 10-step Model
 - Planning Phase
 - Analysis Phase
 - Integration Phase
 - Action Phase

Cost of Quality (COQ)

Cost is a key factor to competitiveness. It is therefore crucial for companies to manage their operations efficiently, minimise their costs and keep their operations lean. And in times of economic downturn, organisations must look into ways to implement quality improvement and cost saving programmes to stay lean and fit

The primary objectives of measuring cost or quality are to quantify the financial consequences of quality improvement and cost reduction. Implementing a COQ system would enable organisations to link their quality improvement efforts to cost reductions

1. Course Objectives

After the course, participants will be able to:

Identify major cost components related to the Cost Of Non-Conformance (CONC) and Cost Of Conformance (COC)

Acquire skills to identify and collect cost and COQ information

Analyse the COQ information obtained and relate the data to possible solutions that can help reduce COQ in their organisations

2. **Duration** : ONE day
3. **Who Should Attend** : Managers, Supervisors and Executives who are interested and/or involved in the implementation and management of the Cost of Quality process in their organisations
4. **Course Outline** :
- Introduction: Quality & Conformance
 - Phase 1: Identifying the Cost of Quality
 - Phase 2: Collecting COQ Information
 - Quality Costing
 - Phase 3: Analysing COQ data
 - Phase 4: Reducing COQ and Improving Quality
 - Case Studies