

ISO AWARENESS COURSE

What is ISO?

ISO (International Organisation for Standardisation) is the world's largest developer of voluntary International Standards. International Standards give state of the art specifications for products, services and good practice, helping to make industry more efficient and effective.

The benefits include:

ISO International Standards ensure that products and services are safe, reliable and of good quality. For business, they are strategic tools that reduce costs by minimising waste and errors and increasing productivity. They help companies to access new markets, level the playing field for developing countries and facilitate free and fair global trade. (Source: <http://www.iso.org/iso/home/about.htm>)

As many businesses are rolling out or considering rolling out the implementation of ISO 9001, many of their employees are in the dark about why the business must comply and what it means to them.

The Fundamentals Training Centre's 2 day ISO Awareness Course provides valuable insights and an understanding of the concept of 'quality' and on Quality Management Systems based on ISO 9001. It also provides the means to develop applications across all levels of your company.

Topics include:

- ✓ Understanding the 'Concept of Quality'
- ✓ Balancing the trade-off of Quality versus Cost
- ✓ Defining the need for a 'Quality Management System'
- ✓ Understanding ISO 9001
- ✓ Translating the 8 principles of ISO 9001 and its deployment throughout the organisation
- ✓ Using ISO to develop 'customer-focused goals'

Duration:

This course is conducted over 2 days.

Who should attend?

This course is designed for companies who are in the process of implementing ISO 9001 or those who are thinking of introducing ISO 9001. It is aimed at junior to senior management staff. Specialists who have been given the responsibility to drive the ISO programme at company-level will derive great benefit. It also serves as a refresher for employees wanting to improve their knowledge of ISO processes and for companies who that are already ISO 9001 certified.



The Fundamentals
Training Centre

www.onlineftc.com

Course Date:

Tues, 22 and Wed, 23 October 2013

Venue to be confirmed

About FTC:

The Fundamentals Training Centre is a leadership and management training provider that uses fresh, meaningful and innovative training approaches.

The ISO Awareness Course is facilitated by FTC's team of experts, all of whom are professionals with extensive experience in training and implementing ISO processes.

The price for the 2 day course is **R3 800 (excl. VAT)** per person
(includes: learning materials and refreshments)

Discounts available!

5% discount for 2 to 5 participants from the same organisation

10% discount for 6 to 10 delegates from the same organisation.

Contact details:

To secure your booking on this course, contact The Fundamentals Training Centre on:

Tel: **021 696 5003**

Email: info@onlineftc.com

Fully accredited by
the ETDP SETA
(Accreditation
number:
ETDP10163)



Certified by the
International
Organisation for
Standardisation
ISO 9001: 2008



Certified by BEE
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Level 3**

