



ISO 9004:2009 MANAGING FOR THE SUSTAINED SUCCESS OF AN ORGANIZATION – A QUALITY MANAGEMENT APPROACH

Introduction

This course is designed to provide guidance and support to achieve sustained success in an organization in our ever changing, competitive and dynamic world, using our ever familiar ISO 9001 quality management system as a foundation.

Course Objectives:

- Understanding of the rationale for innovation and improvement to your organization
- Ability to applied process approach methodology to developing strategy in success
- Carry out self assessment to understand the status of your organization

Course Contents

- Overview of ISO 9001 and relation with ISO 9004
- Application and benefit of ISO 9004
- What's new in ISO 9004
- What is success
- What is sustainability
- 8 principles of Quality Management
- Understanding organization environment
- Working with partners and interested parties
- Setting strategy and Policy
- A process model approach
- Understanding and using Self Assessment Tools

Who Should Attend

CEOs, Directors, Senior Management, Quality Managers and all those responsible for driving company growth, maintaining sustainability and improvements

Award of Certificate

Certificate of Attendance will be issued to participants who have attended at least 75% of the course.

Course Duration (9.00 am – 5.00 pm)

2 Apr 2010

Course Fees:

S\$321 (SQI Members) S\$353.10 (Non-Members)

Fees include training materials, Refreshments and Certificate

Training Venue

Training will be conducted at 66 Tannery Lane #06-07, Sindo Bldg, S 347805

We also provide customized in-house training starting from S\$2,000 per day. Please contact us for more information on our products and services.