

IMPLEMENTING AND DOCUMENTING AN ISO 9000 QUALITY MANAGEMENT SYSTEM

The workshop provides participants with the framework of the global application of ISO 9000, the new approach to Quality Management, the need to document procedures as well as the process of being assessed for compliance by a third party and of becoming registered. This workshop is essentially a practically-based series of sessions utilizing formal tutorials, practical workshop sessions and open forum discussion.

Quality and its Assurance

- ‡ Definitions of Quality
- ‡ Quality assurance and Quality Management
- ‡ The Quality Manual

Quality Management Standards

- ‡ Rationale and development of ISO 9000 family of Standards
- ‡ Background to changes in the Standard
- ‡ New approach to quality Management
- ‡ Quality Management Principles
- ‡ Relationship between 1994 and 2000 Standards ISO 9001:2000 Requirements

What has to be done to Comply

- ‡ Benefits of fully adopting ISO 9001
- ‡ Quality System Documentation
- ‡ Quality Policy and Objectives

Preparing to Document

- ‡ Preliminary preparations and considerations
- ‡ The quality Manual
- ‡ Development/compilation of system Documentation Style/Content/Format
- ‡ Transition from ISO 9001:1994 to ISO 9001:2000

Understanding and Leading the Task

- ‡ Understanding what must be done
- ‡ Getting agreement
- ‡ Implementation
- ‡ Scopes and types of procedures

Support Base Needed

- ‡ Structuring the approach
- ‡ Controlling the documentation
- ‡ Involving others

Process of Certification

- ‡ Activities prior to certification
- ‡ Evaluation of Quality System Documentation
- ‡ On-site Audit

Who Should Attend

Recommended for managers, supervisors and quality professionals who want to understand the requirements of the ISO 9000 standards, what is needed for an effective quality system, and how to prepare for ISO 9000 compliance and/or registration.

Date: **TBD**

Time: **8:30am – 4:00m**

Cost: **\$3,500.00 (VI)**

About the Consultant: Mr. Selwyn P. Medina is the Managing Director of QUAL-ECO Limited. Mr. Medina has conducted numerous training workshops in Quality Management System Auditing both for “in-house” and public programmes. Mr. Medina has been in the business of Quality Management and Process Improvement for over eighteen (18) years. He has held positions in the Standardization Division (Trinidad & Tobago Bureau of Standards), Quality Management (ISO 9000 coordinator and TQM Facilitator) and Environmental Management as per ISO 14001 (Carib Glassworks Limited, a member of the ANSA-MCAL Group of Companies).

Mr. Medina is a graduate of the University of the West Indies in Chemistry; with a Post-Graduate Diploma in Management. Presently, he is reading for his MBA. He is an American Society for Quality (ASQ) Certified Quality Engineer, a Certified Lead Quality Auditor (IRCA), and a Certified Environmental Management Systems Auditor (EARA). He is a Certified Trainer/Facilitator for Quality Management Programmes under the **World Bank Project** for improving the export competitiveness of industry, throughout the region. He also worked as a consultant with the **Inter-American Development Bank** with the aim of improving the export competitiveness of Industry in Guyana (Environmental Management Module).

He is a Lecturer with the University of the West Indies-Institute of Business; and the Engineering Institute of Continuing Studies, UWI in Quality Management Workshops, Seminars and Courses. He was also a presenter at the 50th Annual Quality Congress hosted by ASQ in Chicago and at the 3rd and 5th Caribbean Quality Fora held in the Bahamas. Mr. Medina was the Managing Director of the Training and Consultancy firm: **EXCEL CARIBBEAN LIMITED – Quality & Environmental Management Services**; and has worked with over forty (40) organizations in the Glass, Paint, PVC, Cementitious Materials, Ammonia, Printing, Packaging, Shipping, Engineering, Health Sector, Laboratory Testing Services, Rubber, and Food Industries throughout the Caribbean.

For further information, contact: Ms. Giselle Taylor

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