



Course ISO 9000:2000 for Management

About ISO 9000 series

It actually refers to a family of standards: ISO 9000:2000 (contains vocabulary and definitions), ISO 9001:2000 (contains the actual requirements that an organization has to comply with to become certified), and ISO 9004:2000 (contains guidelines on how to improve a quality management system). ISO 9000 is a standard for quality management and sets requirements for all aspect of the operation of an organization (Sales, Purchasing, Manufacturing, service delivery, etc...). Areas that are not covered specifically by this standard are: accounting, finance and personnel. Human resources such as hiring and training are covered though. The purpose of this standard is to ensure that your organization will consistently provide products or services that meet customer and applicable regulatory requirements, and that your organization will enhance customer satisfaction by being effective in your operation and continually improving them. Once you implement processes and procedures that comply with the requirements listed in the ISO 9001 document, you can be audited by a third party organization called Registrar such as TUV or UL who will certify your organization to this standard. ISO 9001 is generic and is applicable to all types of organizations: manufacturers, service providers, non-profit organizations, software etc... To achieve compliance, you can train employees who will drive the implementation internally, and/or use a consulting firm that can assist in the training and implementation. Providing training on the basis of the standards for key players in your organization so that they can understand what it entails, is a good starting point.

Online ISO 9000:2000 class for Management

- Can be taken from home or at work through the Internet.
- Have "save and exit" features so that you can do it at your own pace
- After registration, there are no time limits, and you have complete flexibility in taking the course around your schedule.
- Use quizzes that give very good exposure and training on ISO 9000:2000.
- It provides excerpts of the International Standard ANSI/ISO/ASQ Q9001-2000 (in dark blue) and uses information from ANSI/ISO/ASQ Q9004-2000 to give guidance in implementation of quality management systems. Both standards are reprinted with permission of the American Society for Quality.
- Use a continuous evaluation method with on-going quizzes and case studies to facilitate the information retention.

- Use a continuous evaluation method with on-going quizzes to facilitate the information retention. If your final average is equal or greater to 70% you will be issued a **training certificate**. If your final average evaluation is less than 70%, you will have to take a final exam and score above 70% to be issued the training certificate.