



DEMONSTRATE AN UNDERSTANDING OF QUALITY REQUIREMENTS FOR A QUALITY MANAGEMENT SYSTEM

Unit Standard: 263377



Course Information



Qualification Title	National Certificate: Quality Management System
Course Title	Demonstrate an Understanding of Quality Requirements for A Quality Management System.
Course Level	5
Course Credits	12
Course Duration	Three days
Cost of Course	R 2 800,00 per delegate (excluding 15% VAT)

Course Overview

The course allows delegates to understand the importance and implementation of international standards organisation/s governing quality. They will also know and be able to differentiate between the terms and definitions used in quality management. A strong conceptual understanding of quality management is important to sustain quality management activities in organisations and other contexts.

Quality Management System

Who Should Attend?	Practitioners in quality management and anyone who directly deals with the concepts and history of quality, quality standards, and quality principles in the organization/workplace.
Course Objectives	- Describe the history of quality and quality standards. - Describe the importance of the international standards in quality. - Interpret quality management standards.
Benefits	Benefits of this course include learning to: - Identify and solve problems in a way that they will be able to apply standards to determine conformity of the Quality Management Systems. - Organise and manage oneself and one's activities responsibly and effectively by applying the use of the concepts and the standards to determine conformity. - Enables them to improve and maintain Quality Management Systems. - Maintain and improve Quality Management Systems. - Distinguish between international standard organisations in quality.

Course Content

Course Modules	Course modules consist of: - Key practitioners' approaches in quality. - Quality concepts. - Quality and the determinants of products and services. - The historical development of quality practices. - The principles of quality and their applications. - The concept of Plan-Do-Check-Act (PDCA). - The process approach to a specific work context. - The importance of the guidelines document. - The importance of the requirements standard/specification. - The differences between standards/specifications are identified and explained. - How a Quality Management System is maintained. - Standards requirements are applied to a management system. - How a Quality Management System is improved.
-----------------------	---

Certification and Assessments

All delegates who complete the summative assessment will be assessed, moderated, and receive a SOR (Statement of Results). Thereafter a Certificate of Competence from WWiSE (or SETA for qualifications) will be issued.

About WWiSE

Who are we?

World Wide Industrial & Systems Engineers (WWiSE) is an ISO consultancy, training, business solutions, and systems implementation firm based in Southern Africa that provides clients with effective business processes management solutions in preparation for ISO compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, both locally and internationally. We also strive to be the leading training providers in SHERQ, ISO, Engineering, Finance, Business, and Project Management.

What do we do?

Our services are aimed at the improvement of quality, efficiency, knowledge, and competitiveness of client companies. This service range includes:

- ISO and SHERQ Systems implementation services, whereby we assist clients in meeting the requirements of (but not limited to) ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001, and ISO 45001 Standards.
- Integrated Management Systems development whereby we integrate several business systems and management solutions into a single management system to comply with standards.
- Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business, and Project Management to meet job responsibilities and expertise requirements of International Standards.
- ISO and Legal Auditing which includes Gap Analysis Audits, Product, Process, Procedural, and Systems auditing by our registered SAATCA Auditors.
- Customised web-based solutions integrating current systems to be in line with ISO requirements.

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training, and auditing.