



EXPLAIN THE BUSINESS PROCESSES IN QUALITY MANAGEMENT

Unit Standard: 263379



Course Information



Qualification Title	National Certificate: Quality Management Systems
Course Name	Explain the business processes in quality management
Course Level	5
Course Credits	8
Course Duration	Three days
Cost of Course	R 2 800,00 per delegate (excluding 15% VAT)

Course Overview

The course equips delegates with knowledge and understanding relating to business processes in quality management.

This highly interactive and practical course is designed to provide delegates with a sound knowledge of all elements involved in Quality Management System practice or profession to:

- Demonstrate an understanding of the business process approach model.
- Apply discipline-specific technical skills to the businesses.
- Explain the interaction and integration of business processes regarding the quality of management systems.

Quality Management System

Who Should Attend?	Intended for those seeking knowledge related to improving the effectiveness and efficiency of Quality Management Systems.
Course Objectives	The fundamental objective of the course is to map a company's business processes, which are encompassed within quality management.
Benefits	Benefits of this course include: - Improved knowledge and understanding of the processes approach model. - Development of technical skills aligned to the business process.

Course Content

Course Modules	Course modules: - The stages of the process approach are described in terms of international standards. - Process interaction is described using examples. - Associated risks and impacts are identified to promote process effectiveness. - The deliverables/elements of the business processes are described using examples. - An explanation is given of different monitoring and verification techniques. - The application of different monitoring and verification methods within the Quality Management System is explained using examples. - Process information is gathered using the relevant techniques. - A procedure is established which adheres to appropriate formats or templates to ensure correct understanding/communication.
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.