



MANAGE DOCUMENTATION AND RECORDS WITHIN A QUALITY MANAGEMENT SYSTEM

Unit Standard: 263394



Course Information



Qualification Title	National Certificate: Quality Management Systems
Course Name	Manage Documentation and Records Within A Quality Management System
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 the knowledge and understand of the importance of documentation and be able to apply documentation management within the quality management environment.

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:

- Develop new and/or amend existing documents.
- Manage documents.
- Manage records.

Quality Management System

Who Should Attend?	Those seeking knowledge to improve the effectiveness and efficiency of quality management systems.
Course Objectives	The fundamental objective of the course is to help understand the importance of documentation and record-keeping.
Benefits	Benefits of this course include: - Improved knowledge and understanding of record-keeping. - Technical skills to the business documentation. - Designing the documentation.

Course Content

Course Modules	Course modules: - The differences between a document and a record are explained in terms of how they are managed within an organisation. - The types of documents are described in terms of the differences and roles in the organisation. - Existing documentation is reviewed based on the procedure. - Existing documentation is reviewed and revised in order to determine if new documentation is required to comply with requirements. - The documentation is approved according to the organisational procedure. - The document control register is updated according to the organisational procedure. - A distribution list is prepared from identified users and the documents are issued. - The document is managed in terms of storage, retrieval, distribution, traceability and legibility. - An explanation is given of the prevention of unintended destruction of the document. - Documents are identified for knowledge preservation. - Records are identified according to the organisational procedure. - Records are maintained for reference purposes. - Records are controlled in terms of procedure.
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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.