

ISO 9001 Management Representative Clinic

ISO 9001 Management Representative Clinic: General Information

- The QRC Management Representative Clinic Program provides the information and support needed to enable an ISO 9001 Management Representative achieve and maintain a successful ISO 9001 conforming Quality Management System.
- This Clinic focuses on the specific requirements of the Management Representative at the present stage of Maturity of your organization's Quality Management System.
In addition to the Classroom training described below, the Management Representative Clinic includes 4 hours of complimentary phone and email support to insure that the programs developed during the Clinic are successfully implemented.

Location of Clinic:	Quality Resource Center, Inc., 50 Airport Parkway, San Jose, CA 95110
Fee for Clinic:	\$100.00 per hour (1 or 2 people may attend for same hourly rate)
Duration of Clinic:	6 hours
Date of Clinic:	To be determined
Terms:	Net 30 days

ISO 9001 Management Representative Clinic Agenda

1. ISO 9001: Clause 5.5.2: Management Representative

- A review of the responsibilities of the Management Representative as defined by the ISO 9001 Standard
- Implementing these responsibilities at your organization
- Resolving any issues that have been experienced or are anticipated

2. Establishing a Process based System

- Developing processes and creating process networks
- Establishing and implementing realistic process goals using Service Level Agreements
- Controlling processes (creating and using Preventive, Detective and Corrective Controls)
- Documenting processes at an appropriate level of detail

3. Managing an ISO 9001 System

- Developing and maintaining an effective ISO 9001 Quality Management System
- Internal Audit programs
- Corrective and Preventive Action programs
- Management Review Meetings
- Control of documents and records

4. Developing the Quality Management System

- Departmental Self Assessments
- Risk proofing the processes
- Continual improvement programs

For information, call (408) 371-9995

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