

Quality Systems Documentation

Course Description

Quality Systems Documentation course provides practical guidance on writing and maintaining readable and usable documents in accordance with an ISO 9001:2000-based quality management system. Experienced instructors lead students through the writing process, define document types, and explain document control, record control, and documentation benefits. Using ISO 9004:2000 and ISO/TR 10013:2001 for additional guidance, students will complete exercises that develop skills to evaluate and prepare procedures, quality manuals, instructions, and forms.

Learning Objectives

- Recognize the Value of Documentation
- Identify Different Types of Documents
- Identify Required ISO 9001:2000 Documents
- Learn to Write Effective Documents
- Explain Differences between Documents and Records
- Describe Document Control Requirements
- Describe Record Control Requirements
- Practice Writing Quality System Documents
- Learn to Adapt Existing Documents to the ISO 9001:2000 Standard

Course Materials

Students receive comprehensive course manuals with reference materials, including:

- Copy of ISO 9001:2000
- Copy of ISO 9004:2000

Who Should Attend

- Anyone involved in defining, writing, or managing documentation for an ISO 9001:2000-based system
- Anyone involved in documentation for an ISO/TS 16949:2002 (Automotive), SAE AS 9100 (Aerospace), ISO 14001:1996 (Environmental), and/or TL 9000 (Telecommunications) Management System

Prerequisite

This is an introductory course designed for individuals with little or no formal knowledge of developing quality management systems documentation. Knowledge of ISO 9001:2000 would be beneficial.