MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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ISO 9000 – QUALITY & EXCELLENCE

"Achieve Organizational Excellence Through the Principles of ISO 9000 Quality Management."

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

Introduction

The ISO 9000 – Quality & Excellence course provides a thorough understanding of the ISO 9000 family of standards and their role in building a foundation for quality excellence within organizations. The course focuses on the principles, structure, and implementation of ISO 9000 as a framework for achieving consistent performance, customer satisfaction, and continuous improvement.

Participants will learn how ISO 9000 supports quality assurance, process standardization, and operational efficiency. The course bridges the gap between compliance and excellence by showing how ISO standards can be effectively integrated into organizational culture to drive innovation and sustainability.

Objectives

By the end of this course, participants will be able to:

- Understand the ISO 9000 family of standards and their significance.
- Interpret the key principles of quality management defined by ISO 9000.
- Align organizational processes with ISO requirements for improved performance.
- Establish and maintain an effective quality management system (QMS).
- Conduct internal reviews and identify improvement opportunities.
- Use ISO 9000 as a foundation for achieving organizational excellence.
- Promote a culture of quality, accountability, and continuous improvement.
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Why Attend

ISO 9000 is one of the most widely recognized frameworks for quality management worldwide. This course will help you understand how ISO principles can enhance efficiency, reduce errors, and improve customer satisfaction. Whether your organization is implementing ISO 9000 for the first time or seeking to strengthen its existing system, this training ensures participants gain the knowledge and skills to build a sustainable quality culture that drives excellence.

Target Audience

This course is suitable for:

- Quality Assurance and Control Professionals
- ISO Coordinators and Internal Auditors
- Production and Operations Managers
- Engineers and Technicians
- Process Improvement Teams
- HR and Administrative Managers
- Anyone involved in implementing or maintaining ISO quality systems

Individual Benefits

- Gain a strong understanding of ISO 9000 standards and principles.
- Learn how to apply quality management concepts in daily operations.
- Enhance analytical and problem-solving skills.
- Improve your ability to identify and correct quality issues.
- Strengthen your professional qualifications in quality management.
- Contribute effectively to achieving ISO certification and excellence goals.

Organizational Benefits

- Establish a structured approach to quality management.
- Improve process consistency and operational efficiency.
- Increase customer satisfaction through reliable performance.
- Reduce waste, errors, and rework.
- Support continual improvement and long-term sustainability.
- Build credibility and competitiveness through compliance with international standards.

Instructional Methodology

The course adopts a practical and interactive approach, including:

- Instructor-led discussions and case studies
- Real-life examples of ISO 9000 implementation
- Group exercises and workshops on process documentation
- Internal audit and self-assessment simulations
- Quality improvement projects and feedback sessions
- Continuous evaluation and practical assignments

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Course Outline

Module 1: Introduction to ISO 9000 and the Evolution of Quality Standards

Module 2: Overview of the ISO 9000 Family and Quality Principles

Module 3: Understanding ISO 9001:2015 – Key Clauses and Requirements

Module 4: The Process Approach and Risk-Based Thinking

Module 5: Establishing and Documenting a Quality Management System

Module 6: Implementing and Monitoring Quality Objectives

Module 7: Internal Audits and Management Review Processes

Module 8: Corrective Actions and Continual Improvement

Module 9: Linking ISO 9000 with Organizational Excellence Frameworks

Module 10: Best Practices for Sustaining Quality and Achieving Excellence

Certification

Upon successful completion, participants will receive a Certificate of Completion in ISO 9000 – Quality & Excellence, recognizing their understanding of ISO 9000 standards and their ability to apply quality management principles to achieve operational excellence.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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