

# **ISO 9001:2008 Executive Understanding (Plexus Curriculum) – SC-310**

Instructor: Art Crowley

The Executive Understanding course is designed to introduce the key topics of the ISO 9001:2008 Standard. This course includes all 2008 revision updates.

CEUs: 0.7

RUs: 0.7

## **WHAT YOU WILL LEARN**

- Briefing of the Standard
  - Top management responsibilities
  - Quality Management Systems
  - Process Mapping
  - Purpose and intent of the Standard
  
- Description of the System
  - Planning responsibilities
  - Mapping the organization utilizing a process-based approach
  - Analysis of a system of processes through the identification and analysis of individual processes.
  - Turtle diagrams
  - The Process Approach
  
- Factors for Successful Implementation
  - Executive commitment
  - Organizational culture
  - Conflict resolution
  - Problem solving, communication, team and cross functional management skills
  
- Planning for Implementation
  - Strategic Planning
  - Tactical Planning
  - Operational Planning
  - Analyzing the mission
  - Setting objectives to achieve the vision

## **WHO SHOULD ATTEND**

- Executives and Upper Level Management

## **SCHEDULE**

- 1-Day session, 8:30AM-4:30PM, Course Fee: \$ 400.00.
- Lunch and refreshments included.