

## ISO 9001 – Quality Management System

		09:00 - 13:00	Trainer
Monday	#1	<ul style="list-style-type: none"> <li>• Context of the Organisation               <ul style="list-style-type: none"> <li>○ External and Internal Issues</li> <li>○ Scope of Certification</li> </ul> </li> <li>• Quality Policy</li> </ul>	
	#2	<ul style="list-style-type: none"> <li>• Interested parties               <ul style="list-style-type: none"> <li>○ Expectations, Communication</li> </ul> </li> <li>• Legal Requirements</li> <li>• Documented Information               <ul style="list-style-type: none"> <li>○ Good Documentation Practices</li> <li>○ Document changes, approval and issue</li> </ul> </li> </ul>	
Tuesday	#3	<ul style="list-style-type: none"> <li>• Operation Processes               <ul style="list-style-type: none"> <li>○ Process Diagrams / Description</li> <li>○ Interaction of Processes</li> </ul> </li> </ul>	
	#4		
Wednesday	#5	<ul style="list-style-type: none"> <li>• Risks Analysis               <ul style="list-style-type: none"> <li>○ Operation Process</li> <li>○ Business Continuity</li> </ul> </li> <li>• Human Resources               <ul style="list-style-type: none"> <li>○ Competence, Skills, Responsibilities, Training</li> </ul> </li> </ul>	
	#6		
Thursday	#7	<ul style="list-style-type: none"> <li>• Infrastructure               <ul style="list-style-type: none"> <li>○ Equipment</li> <li>○ Asset Management</li> <li>○ Good Housekeeping Practices</li> </ul> </li> <li>• External Providers               <ul style="list-style-type: none"> <li>○ Evaluation, Monitoring</li> </ul> </li> <li>• Customer Feedback</li> <li>• Complaints and Nonconformities</li> <li>• Corrective Actions and Improvement</li> </ul>	
	#8		
Friday	#9	<ul style="list-style-type: none"> <li>• Internal Auditing</li> <li>• Management Review</li> <li>• Discussions</li> <li>• Awards of Certificates</li> </ul>	
	#10		

All training sessions held at Hilltop Gardens, Triq l-Inkwina, Naxxar (tel: +356 21224900).

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