

ISO 9000 Quality Management Workshop

Scheduled Public and On-Site Courses Available

This is a case study based workshop. Participants work together to develop a detailed Quality Management Plan. During this workshop you will gain in-depth knowledge and the necessary understanding about ISO 9000 best practices and how they can be applied to your organization.

This **three-day, certified IT Service Manager Instructor led workshop** aligns the family of ISO standards. The instructor delivers a detailed walk-through of the ISO 9000 standard and certification process. Attendees leave with the practical knowledge necessary to lead or contribute to their company's ISO 9000 certification and quality management programs. The class is taught by a Professional Level ISO certified instructor who is also ITIL certified.

Pre and Post Course Learning Aides Included

Location:

Dallas, TX - Austin, TX

Audience:

Professionals involved in ITIL implementation, IT Service Management or ITSM Project Management. Typical roles are IT Management, Business Management, ITSM Practitioners, and Process Owners and Project Managers.

Prerequisites:

This workshop has no prerequisites.

Students will learn to:

- The ISO 9000 Standard
- How to prepare for the ISO 9000 Certification
- The benefits of an ISO 9000 Quality Management approach
- Roles and responsibilities
- How to identify the right team to certify your organization
- Need for ISO 9000 Certification
- ISO 9000 Standard – principles and management practices
- Key process definitions
- Total Quality Management Concepts
- ITIL and Six Sigma – how they can help
- Case Study Overview
- Develop ISO 9000 Certification Requirements

