

ISO 9001:2000 DISTANCE LEARNING PROGRAM

PROSPECTUS

ISO 9001:2000 Documentation and Implementation

EQ Consulting

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The Program

The ISO 9001:2000 Distance Learning program is a training on documentation and implementation of ISO 9001:2000 International quality management standard.

Program objectives

The objectives of this distance learning program are :-

- To ensure that the participant understands the requirements of the ISO 9001:2000 standard.
- To ensure that the participant is clear about the process of ISO 9001:2000 certification, and
- To ensure that the participant is able to prepare documentation required by the ISO 9001:2000 standard and also implement the system in an organisation

About EQ Consulting

We are EQ Consulting – offering consulting services in quality management and information security management. We are a training and consultancy firm managed by a professional in the field of quality management with an experience of more than 12 years in quality & information security management at various levels – process definition, documentation, implementation, consulting, training and audits (first, second and third party audits).

Why Distance Learning ?

Distance learning programs offer greater advantages to a learner as compared to a conventional learning program. They include :

- § They are convenient as they can be completed at the time convenient to the participant.
- § While full time programs are of fixed duration, distance learning programs can be done over a period of time giving more flexibility
- § Full time programs can be conducted only when a batch of participants are available, but distance learning programs can be done even for a single participant
- § Distance learning programs offer the same kind of quality but at much lesser rates compared to full time programs

Program features

- Use of self-learning course materials prepared in a easy to understand manner
- Use of examples to illustrate the concepts discussed
- Use of exercises and case studies to ensure practical application of the concepts learnt
- A summary of the ISO 9001:2000 standard requirements is presented without going in to the technical details of the standard

Program contents

The program is divided into ten units. Each unit would cover one particular topic through self-learning based materials with a number of practical examples. Along with each unit of course material, there would be one set of exercises which would help the participant to clearly understand the practical application of the theoretical concepts.

Following are the contents of the program :

Unit 1 – Introduction to quality management

Includes quality concepts and principles – PDCA cycle

Unit 2 – Quality vocabulary

Basic terminologies related to quality are covered including terms like QC, QA, QMS, NC, etc

Unit 3 – ISO 9001:2000

Introduction to quality standards and history of ISO 9001 is covered in this unit

Unit 4 – Management Responsibility

The requirements of the ISO 9001:2000 standard related to management responsibility are covered

Unit 5 – Resource management

The requirements of the ISO 9001:2000 standard related to resource management are covered

Unit 6 – Product Realization

The requirements of the ISO 9001:2000 standard related to product realization are covered

Unit 7 – Measurement, Analysis and Improvement

The requirements of the ISO 9001:2000 standard related to measurement, analysis and improvement are covered

Unit 8 – Documentation

The documentation requirements of the ISO 9001 standard are covered including guidelines on how to write documents and procedures

Unit 9 – Implementation and Certification

Detailed guidelines of implementing the ISO 9001:2000 standard for an organisation is covered in a step-by-step manner. Also, the certification process is discussed

Unit 10 – Auditing

The process of internal audits, planning, scheduling, reporting is covered along with some examples

Apart from these ten units, a clause-by-clause list of the requirements of the ISO 9001:2000 will be provided in a simple easy to understand manner

Assessment

Assessment will be done through evaluation of exercises given to the participant. At the end of every unit there would be questions with multiple choice answers, discussion based questions as well as a case study with questions to follow. The participant is required to complete all the exercises and send it back for evaluation. Only those candidates who complete all the exercises would be eligible for certification.

At the end of the program, final assessment would be through a case study which would be sent to the participant. Questions based on the case study have to be answered and sent back. The final certificate would be awarded if the case study is successfully completed.

Certificate

A Certificate of participation would be given to all participants who undergo the course and submit answers to the exercises.

Those who take up and clear the final assessment will be issued a certificate of proficiency.

Terms and conditions

- 1) Participants interested in taking up the course should fill in the registration form and send it either by e-mail or through post/courier, along with the fee.
- 2) Fee is payable only by demand draft. The course fee should be paid in full at the time of submitting the registration form. Registration forms without the full fee amount will not be accepted.
- 3) On receipt of the application and the fee, the course material and exercises would be dispatched to the participant.
- 4) The dispatch would be done either online (email) or through post/courier, depending on the option selected by the participant.
- 5) Email is the preferred mode of communication.
- 6) The participant is expected to complete the course within 10 weeks, however a maximum of 6 months time may be taken to complete the course and submit answers all the exercises.
- 7) All exercises would be evaluated and returned back to the participant.
- 8) A response form is attached with the materials. This can be used for clarifications, doubts, queries, etc.
- 9) Apart from the response, any other queries/doubts can be also be mailed and they will be responded to promptly.
- 10) At the end of the course – on submission of all the exercises, a case study will be sent for final evaluation. The participant should complete the case study and send back the same within 48 hours of receipt.
- 11) On successful completion of the course, a printed certificate would be sent to the candidate.
- 12) Even after the completion of the course, any doubts/clarifications regarding the course contents can be sent and they will be replied to
- 13) All the materials sent are copyright of EQ Consulting and the participant is not allowed to make copies of the same or use any contents from the material or redistribute the materials without the written permission of EQ Consulting.
- 14) If the participant does not complete the course and send the exercises within 6 months of registration, the registration shall be cancelled. It can however be extended for upto a month on request.

- 15) Fee once paid is not refundable.
- 16) Disputes (if any) are subject to the jurisdictions of the courts at Bangalore City only.

Fees

Fee details will be sent on request. If you wish to know the course fee, please send a mail to info@eqconsulting.org indicating your Name, Contact mail and Contact address. We will send you the fee details and the registration form within 24 hours.

The participant should indicate the mode in the registration form.

Fee is payable by demand draft or by local cheque (payable at Bangalore). Outstation cheques will not be accepted. In case of cheque payment, material will be sent only after realization of the cheque.

The DD should be made in the name of EQ Consulting payable at Bangalore.
