

# ISO 9001:2008 Quality Management Essential

## Trainer

**Mr. Lim Kim Yook** an author of a book on 5S, has more than 15 years of working experience in Quality, Engineering and Production areas. Majoring in Mechanical and Electrical Engineering, he has training experience in the field of ISO 9001, Quality, Environmental Management System, QS9000, ISO/TS16949, Safety & Health Management System, 5S, 7 QC Tools, FMEA, SPC and Supervisory Skills. With more than 6 years of experience at the Managerial level, he had lead companies such as Meisei Electric, Taiyo Technology and Precico in achieving ISO 9000 and ISO/TS 16949 QMS.

Mr Lim who has worked as an Engineering Manager at Armstrong Cycle Parts, had developed automotive control cables for Proton, Perodua and Honda cars such as Waja, Kelisa, Kenari, Kembara and Civic. He had set-up the Reliability Test Section and designed the Speedometer Cable and Gear Shift Endurance Tester for Armstrong Cycle Parts.

In addition, with his wide experience in semiconductor, electronics, automotive and constructions industries, Mr. Lim is an active Trainer and Analyst in the areas of ISO 9001, ISO 14001, QS 9000, ISO/TS 16949 and OHSAS 18001.

Organised by :



**FMM Institute**

Sabah Representative Office  
No. 143, 1<sup>st</sup> Floor, Block Q  
Alamesra Plaza Permai  
Sulaman Costal Highway  
88400 Kota Kinabalu, Sabah

**SBL Scheme**

## Introduction

Focusing initially on checking final product against standards in an ever-increasing quest to eliminate product failure, quality management thinking moved upwards from the work place through all disciplines until it could go no further. For many years, the supporting functions were excluded if they did not directly contribute to the achievement of product quality. But when it arrived in the boardroom it became more difficult to distinguish quality issues from non-quality issues. There emerged the concept of little “q” and big “Q”. Little “q” is only concerned with the sale-able goods and services and the directly related processes, functions, customers, suppliers and costs. Big “Q” is concerned with business outputs and all processes, functions, stakeholders and costs. It became apparent that every function of the business contributes to business outcomes (outputs and impacts) and that every function influenced in some way the ability of the organization to create and retain satisfied customers. It was soon realized that business survival depended on its relation- ships with employees, suppliers, shareholders, and society in general - that these parties all have an interest in the business and that their needs and expectations are important in the quest to create and retain satisfied customers for its products and services

## Contents

- **An Introduction To Quality**
- **Achieving Sustainable Quality**
  - Goal Oriented or Risk Oriented Quality Management
  - Quality Management Principles
  - Quality Planning, Quality Control and Quality Assurance
- **System Approach**
  - Designing the System
  - Integrated Management System
- **ISO 9000-Based Quality Management System**
  - Development of Quality Management System
  - Responsibility, Authority and Accountability
  - Measurement, Analysis and Improvement
- **Managing Quality In An Organization**
  - Misconception of ISO 9000
  - Reviews, Inspection and Audit
- **Process Approach**
  - General Philosophy of Process Management
  - Developing a Process-Based Management System
- **Managing Quality More Effectively**
  - Identifying the need
  - Defining the Objective
  - Establishing Feasibility

## Objectives

At the end of the programme, participants will be able to:

- Appreciate the fundamental concepts that constitute the body of knowledge of the quality management.
- Clear off the various perceptions and misconceptions that have grown up around ISO 9000 since 1987 and the associated infrastructure.
- Position the quality management forward into different approaches to managing quality.
- Derive the objectives relevant to the organization and examine how top management might challenge each individual in proving the need for change.
- Apply the process approach as to manage work in which the activities, resources and behaviors function together to produce results consistent with the process objectives.

## Who Should Attend

Managers, QMRs, Internal QMS Auditors, Engineers, Executives, Officers, Supervisors, and Technicians

## Administrative Details

### Registration :

- Completed registration form received by fax or mail to FMM Institute would be deemed as confirmed.

### Payment:

- Cheques made in favour of **FMM Institute** should be forwarded to the FMM Sabah Representative Office.

**Closing Date : 4 May 2013**

### Cancellation and Refunds:

- Must be in writing with reasons
- 7 days before the course -100% refund
- 3-6 days before the course - 50% refund
- < 3 days before the course - No refund
- Replacement can be accepted at no additional cost.

Those who register but fail to turn up for the programme will be billed accordingly. FMM Institute reserves the right to change the facilitator, cancel or reschedule the above course and all efforts will be taken to inform participants of the changes.

**Date : May 27-28, 2013 (Mon & Tue)**

**Time : 8.30am – 4.30pm**

**Venue : FMM Institute**

Lot 143, 1<sup>st</sup> Floor, Block Q  
Alamesra Plaza Permai 1  
Sulaman Coastal highway  
88400 Kota Kinabalu, Sabah

**Fee : RM650.00 per pax (FMM member)**

**RM850.00 per pax (Others)**

*(Fees include course materials, Certificate of Attendance, lunch and refreshments)*

**For further enquiries, please contact: Nelly/Florisa**

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E-mail : [fmmSabah@fmm.org.my](mailto:fmmSabah@fmm.org.my) / [nelly@fmm.org.my](mailto:nelly@fmm.org.my)

***In-House Training Available***

## ISO 9001:2008 Quality Management Essential May 27-28, 2013

### - Registration Form -

Dear Madam,

Please register the following participant(s) for the above programme

1 Name : \_\_\_\_\_  
Designation : \_\_\_\_\_  
Nationality : \_\_\_\_\_  
I/C No : \_\_\_\_\_

2 Name : \_\_\_\_\_  
Designation : \_\_\_\_\_  
Nationality : \_\_\_\_\_  
I/C No : \_\_\_\_\_

### Submitted by:

Name : \_\_\_\_\_  
Designation : \_\_\_\_\_  
Company : \_\_\_\_\_  
Address : \_\_\_\_\_  
Tel no : \_\_\_\_\_  
Fax no : \_\_\_\_\_  
Email : \_\_\_\_\_

*(if space is insufficient, please attach a separate list)*