



**FMM Institute**  
**Kedah/Perlis Branch**

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## “ISO 9001:2008 UNDERSTANDING THE ESSENTIAL REQUIREMENTS TRAINING”

▸ 9.00 am to 5.00 pm ▸ 17 Jan 2013, Thur ▸ FMM Institute, Sungai Petani

### INTRODUCTION:

In this training participant will discover the various criteria that each change was required to meet in order to be considered for the amendment. In addition, you'll get to review the actual proposed text changes for the International Standard. Once you complete this workshop, you'll have gained confidence and awareness about how ISO 9001:2008 will impact your organization.

This course is also available for in-house presentation with or without the ISO 9001:2008. Get best information on Process Approach to ISO 9001:2008. Also, this training course may be used in its original presentation format or it may be customized by referring to the degree of business nature.

### TARGET GROUP:

Managers, QMR, Engineers, Executives, Officers, Internal Auditors and Supervisors

### OBJECTIVES:

This course provides delegates who intend to implement and/ or maintain the ISO 9001:2008 with effective implementation of key processes, throughout the organization, and to contribute to the continual improvement of the management system.

Here are the learning outcomes for the two days training program; after completing this program, participants will be able to:

- Address the ISO 9001:2008 essential requirements.
- Identify the practical approaches to implement and maintaining the ISO 9001:2008 for their organization.
- Acquire knowledge to help prepare the organization for the QMS upcoming surveillance or re-certification audit.

### COURSE OUTLINE:

#### 1. INTRODUCTION

- a. Pre-Test
- b. Rationale for the new ISO 9001:2008 requirements
- c. Introduction to Process Management
- d. Understanding the Principles that Support the QMS

#### 2. UNDERSTANDING THE SECTION 4 QUALITY MANAGEMENT SYSTEM REQUIREMENTS

- a. Quality Management System Requirements
- b. Process and Procedures
- c. Documentation Requirements
- d. Records Control Requirements

#### 3. UNDERSTANDING THE SECTION 5 MANAGEMENT RESPONSIBILITY REQUIREMENTS

- a. Management Responsibility Requirements
- b. Management Review
- c. Case Study

#### 4. UNDERSTANDING THE SECTION 6 RESOURCE MANAGEMENT REQUIREMENTS

- a. Human Resource Management Requirements
- b. Infrastructure & Work Environment Requirements

#### 5. UNDERSTANDING THE SECTION 7 PRODUCT REALIZATION REQUIREMENTS

- a. Planning for Product Realization Requirements Based on the Applicable Risk Analysis Tools
- b. Identifying Key Processes for Product Realization
- c. Deploying Customer Requirements
- d. Design & Development Requirements (option, if organization is design responsible)
- e. Provision of Product/ Service Realization
- f. Validation of Processes
- g. Handling Customer Property
- h. Control of Measuring and Monitoring Equipment

#### 6. UNDERSTANDING THE SECTION 8 MEASUREMENT, ANALYSIS & IMPROVEMENT REQUIREMENTS

- a. Customer Satisfaction, Product & Process Measurement and Monitoring and Internal Audit Requirements
- b. Control of Non-Conforming Product Requirements
- c. Analysis of Data
- d. Corrective Action and Preventive Action Requirements
- e. Analysis of Data

#### 7. WRAP-UP

2. Q&A Session
3. Post-Test
4. Summary
5. Course Evaluation

**TRAINER:**

**Mr. Lim Kim Yook** has considerable experience in all areas of design, preparation, administration and delivery of soft and hard skills training in Quality and Technical subjects in particular Quality and Non-Quality Management Systems, Quality Control Circles, QC 7 Tools and New QC Tools, Automotive 5-Core Tools (PPAP, APQP, SPC, FMEA and MSA), Supervisory Skills, Train-the-Trainer, Marketing and 5S Implementation and Auditing. From his last 10 years of excellent track record as a master trainer in the above mentioned subjects, he has taught numerous participants, who ranges from Shopfloor members to Managing Directors. In total, he has delivered to numerous companies from various industries and has established himself as a highly-regarded trainer famed for his caliber and efficiency and he has finally authored the 5S into Bahasa Malaysia, i.e., "5S Asas Pengurusan Untuk Semua" (ISBN: 983-2193-01-X). As training goes beyond just classroom knowledge, his vast industrial experiences and know-how will undoubtedly be the key differentiator as a preferred trainer. With his skillful delivery, one can expect to learn deeper understanding of advanced technical topics to be better equipped for the challenges in human resources development.

**Administrative Details**

Date : 17 Jan 2013 (Thur) Time : 9.00 am – 5.00 pm  
Venue : FMM Institute, Sungai Petani Fees : RM350.00 (Members); RM450.00 (Non-Members)  
*All fees are inclusive of course materials, lunch and refreshments.*

Attendance is by prior registration only. Registration form must be completed and returned to FMM Institute by **11 Jan 2013** with correct payment by cheque made in favour of 'FMM INSTITUTE' and crossed "Account Payee Only". Payment by cash is acceptable during the day of registration. **Registration is on first-come-first-served basis.** For enquiries: Contact Meeza/ Shita at 04-7343110/011 or email [fmkedahperlis@fmm.org.my](mailto:fmkedahperlis@fmm.org.my)

**CANCELLATION MUST BE IN WRITING TO FMM.**

*There will be no refund for cancellation within 3 days prior to the program. 50% refund for cancellation between 4 - 5 days and full refund for cancellation 6 days prior to the program. **No additional cost for replacement.***

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**REGISTRATION FORM**

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To : FMM Institute (Attn: Meeza) Fax: 04-7344057

**Please register the following participants:**

- 1. Name & Designation : \_\_\_\_\_
- 2. Name & Designation : \_\_\_\_\_
- 3. Name & Designation : \_\_\_\_\_
- 4. Name & Designation : \_\_\_\_\_

(Please attach separate list if space is insufficient)

**Submitted by**

Name : \_\_\_\_\_  
Designation : \_\_\_\_\_  
Company : \_\_\_\_\_  
Tel : \_\_\_\_\_ Fax: \_\_\_\_\_  
Address : \_\_\_\_\_  
Email : \_\_\_\_\_  
Membership No. : \_\_\_\_\_