



Background

Studying and improving existing business processes, prior to developing a management system manual and procedures, offers the most effective approach to documenting the management system.

Experience has shown that the benefits derived from implementing a management system are linked directly to how well the system has been defined through its procedures. Anyone can write a procedure, but it requires understanding to decide which business activities must be documented and skill to ensure that procedures are user-friendly and value-adding.

Continual improvement by using information provided by customer satisfaction surveys, audits, other sources of information, as well as staff involvement, is essential to improving the management system.

This course is equally suitable for service and manufacturing organisations.

Course Objectives

To enable those attending the course to:

- understand how a management system should be documented
- apply a consistent approach to analysing business activities by adopting deployment flowcharting techniques
- identify where procedures, work instructions and forms are needed and produce them in an effective user-friendly form
- analyse business activities to control and eliminate waste
- establish suitable arrangements for controlling documents
- verify corrective action
- assist their company to improve and to satisfy the requirements of the management system standard

Who should attend?

This course is essential for managers and staff who will be directly involved in:

- designing effective and efficient processes
- process improvement
- responding effectively to management system audit findings

Benefits

Delegates will obtain the knowledge and skills to:

- design effective and efficient processes and continually improve them
- develop user-friendly procedures

Organisations will benefit by creating a core of expertise to:

- build, maintain and continually improve their management system, and hence their organisation's performance
- reduce or eliminate waste

Completion of the course will be recognised by the award of a certificate.

Programme

The course comprises a series of illustrated lectures, which give understanding of management system design and improvement, supported by workshops to develop essential skills.

The course includes the following topics:



- setting organisation policy and objectives
- defining and analysing processes using deployment flowcharting techniques
- documenting the management system to meet ISO 9001: 2000 or other management system requirements
- controlling management system documents
- deciding where documentation is necessary
- using the results of audits to improve the management system

Each delegate will receive a comprehensive course manual.

Location

This course can be offered:

- *In House*
Many companies will benefit from running in-house group programmes, as staff members can look directly at the organisation's systems.
- *Through our licensees (various locations)*
Individuals from different companies can share information and exchange benchmarking ideas in an open programme.

To discuss your training needs or request a quotation, contact Bill Fenton, Director of Training, using the details below.

In addition to the auditor training courses, we also offer quality and cost effective specialist open learning courses to the global electricity industry – see our website for details!



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