

The New Quality Manager

A two-day workshop providing the tools of quality systems management

What you will learn

The workshop will:

- Provide a background in quality management
- Introduce the role of quality manager
- Demonstrate the framework within which quality managers operate
- Introduce basic tools
- Provide pointers for future activities

The course

- What is meant by quality?
- Quality management
- ISO9000:2000 series
- The process model
- Documentation
- Managing change
- Audits
- Customer complaints
- The drive for improvement
- Customer feedback
- Problem solving
- Supplier development

"I've been in business 25 years and your New Quality Manager course is the most effective presentation I've ever attended."

*Adrian Morris, Sales Director,
Dexter Magnetic Technologies*



Who should attend?

- Newly appointed quality managers (or those who wish to be) who have had little formal training in quality
- Anyone who would like to make their quality management system more effective

Next steps...

- Integrated Management Systems
- Six Sigma
- Internal QMS Auditor

Call our training advisors on
01565 724 200 for details

Turn to pages 66-71 for dates and venues