



**isocom**

certified business management systems

## MANAGING THE MANAGEMENT SYSTEM

<b>Course objectives</b>	To provide delegates with the key skills and knowledge in order to successfully fulfil the role of the management representative and how to get real benefits from your Management System.
<b>Benefits</b>	<p>This interactive workshop introduces delegates to the real purpose of a modern quality management system and the management representative's role in achieving business benefits as well as satisfying the requirements of ISO 9001 or ISO 14001. Delegates benefit from a series of lectures and practical sessions that focus upon the key elements of managing a QMS or EMS.</p> <p>Delegates will establish a clear understanding of their role and responsibilities for the management of customer satisfaction and complaints, non-conformance handling, maintaining systems documentation, conducting management reviews, managing internal audits, risk assessing, setting quality objectives, data analysis and continual improvement.</p>
<b>Who should attend?</b>	This workshop is appropriate for anyone with an interest in Management Systems. However, it is particularly relevant to newly appointed Management Representatives.
<b>In-house courses</b>	This course can be tailored to meet your organisation's needs and held on your premises or at a venue of your choice.
<b>The course includes</b>	<ul style="list-style-type: none"><li>• The role of the Management Representative – developing a job description</li><li>• Managing internal audits</li><li>• Risk assessing and identifying Significant Environmental Aspects</li><li>• Systems documentation control and maintenance</li><li>• Monitoring, measurement and analysis</li><li>• Complaints management and customer satisfaction</li><li>• Continual improvement</li><li>• Establishing quality objectives</li><li>• Conducting effective management reviews</li></ul>
<b>Certification</b>	All delegates receive a certificate verifying successful completion of the course.
<b>Contact</b>	Contact us to discuss your requirements 07976 012945 susie.amey@btinternet.com