

Quality Awareness Workshop



**Location:
Occupational
Health &
Educational
Services**

10 Akerley Blvd,
Unit 42

LEARN THE ISO 9001:2015 QUALITY STANDARD

What is Quality? How can you ensure consistent delivery of products or services? Is your business people dependent or process based? What are your business risks?

Recommended for Small Business Owners, Management Team Members, Quality Coordinators and all employees, this in-depth, eight-hour session provides participants with an opportunity to explore the elements of the International Standard for Quality - ISO 9001:2015 Standard and learn how to establish consistent business practices to perform process while reducing variance and risk to your product or service delivery process.

Participants learn the principles of Quality and requirements of the International Quality Standard.

Certificate of attendance will be issued upon completion

**Thursday
October 3, 2019
9:00am-4:30pm**

**Call to register:
902-434-9003**

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**Space is limited
\$295.00 plus HST**

Topics include:

Introduction to Quality

- ✓ What is a Quality Management System?
- ✓ Why ISO 9001?
- ✓ Documentation Needs
- ✓ The ISO 9001 requirements
- ✓ Business Process Flow
- ✓ Process Approach Model

The ISO 9001:2015 International Standard Structure

- ✓ Scope
- ✓ Normative Reference
- ✓ Terms and Definitions
- ✓ Context of the Organization
- ✓ Leadership
- ✓ Planning
- ✓ Support
- ✓ Operation
- ✓ Performance Evaluation
- ✓ Improvement

Through the application of what she calls "practical magic" **SUSAN GORVEATTE**, has worked more than twenty years in Quality Management blending the right amount of art and science needed to create a formula to success for organizations to consistently meet and exceed customer expectations through positive engagement.