



**July  
7 & 8, 2014  
Monday &  
Tuesday  
8:45 am - 5:00 pm  
@ FMM Institute, Perak**

#### OBJECTIVES

Upon completion of this course, participants will be able to :

- understand the fundamentals and essential aspects of Quality Control and Quality Assurance [QA and QC]
- interpret and understand the requirements of ISO 9001:2008
- relate ISO 9001:2008 to a business system
- document and implement a Quality Management System effectively

#### WHO SHOULD ATTEND

Multi-disciplinary team members: Sales and Marketing, Design and Development, Procurement and Purchasing, Production, Engineering, Quality Assurance, Maintenance, Tooling, etc.



(475427-W)

**FMM INSTITUTE PERAK** (Centre for Professional Development)

Attn : Puan Eda / Ms Harvindar / Ms Nicole  
No. 1, Lorong Raja DiHilir, Off Jalan Raja DiHilir, 30350 Ipoh, Perak.  
Fax. No. : (05) 548 8221 & (05) 548 8331 • Tel. No. : (05) 548 8660  
Email : fmmperak@fmm.org.my

## STEP BY STEP ISO 9001:2008 QUALITY SYSTEM DOCUMENTATION

**Dear Sir / Madam** Please register the following participant(s) for the above programme:

	Name	Designation	I.C. No.
1.			
2.			
3.			
4.			

(Please attach a separate list if space is insufficient.)

#### Submitted by:

Name:		Designation:	
Company:	Tel:	Fax:	Email:
Address:			
FMM Membership No:		MyColID:	

Enclosed cheque / bank draft No. \_\_\_\_\_ for RM \_\_\_\_\_ being payment for \_\_\_\_\_ participant(s) made in favour of the 'FMM INSTITUTE'.

# Step By Step ISO 9001:2008 Quality System Documentation

category **ISO**

## Course Content

### FUNDAMENTALS OF QUALITY ASSURANCE AND QUALITY CONTROL

- What is Quality?
- Difference Between Quality Assurance [QA] and Quality Control [QC]
- Quality in a Management System
- Comprehending Common Definitions
- Understanding and Implementing Quality Management Principles

### UNDERSTANDING A QUALITY MANAGEMENT SYSTEM [QMS]

- Origins and development of QMS
- Industry-related QMS
  - ISO 9001
  - ISO 13485
  - ISO/TS 16949

### APPRECIATING THE ISO 9000 SERIES FAMILY OF INTERNATIONAL STANDARDS

- ISO 9000:2005
- ISO 9001:2008
- ISO 9004:2000
- ISO 19011

### ISO 9001:2008 QUALITY MANAGEMENT SYSTEM [QMS]

- The Eight Management Principles
- Introduction
  - Understanding a suitable "design" and "size" requirement
  - Adopting process-based approach and using the PDCA methodology
  - Relating to ISO 9000 and ISO 9004
  - Compatibility with ISO 14001 Environmental Management System
- Conformance to customer and legal requirements
- Application
- Terms and definitions - ISO 9000:2005
- Clause 4.0 Quality Management System
  - Overview of requirements
  - Quality Manual
  - Sequence and Interaction of Processes
  - Reference to Documented Procedures
  - Scope and Justification of Exclusion

- Type and Extent of Control of Outsourced Processes
- Documentation Control System
- Clause 5.0 Management Responsibility
  - Management Commitment
  - Customer Focus
  - Quality Policy
  - Quality Objectives
  - Quality Planning
  - Responsibility and authority
  - Management representative
  - Internal Communication
  - Management Review
- Clause 6.0 Resource Management
  - Provision of Resources
  - Training and Training Effectiveness
  - Competence
  - Infrastructure
  - Work Environment
- Clause 7.0 Product Realization
  - Planning
  - Customer-related processes
  - Customer communication
- Clause 7.3 Design and Development
  - Purchasing and verification of product Supplier /
  - vendor / outsourced process evaluation, selection and re-evaluation
  - Production and service provision
  - Identification and traceability
  - Customer property and personal data
  - Calibration and verification
- Clause 8.0 Measurement, Analysis and Improvement
  - Information on customer satisfaction
  - Internal audit
  - Process and product monitoring and measurement
  - Control of nonconformity
  - Data analysis in continual improvement
  - Correction, Corrective Action and Preventive Action

## Trainer

**Mr Ng Fook Weng** holds a Bachelor's Degree majoring in Chemistry, Berea College, Kentucky, USA and a Diploma in Production Management, International Correspondence Schools, USA. Mr Ng began his career as a Quality Assurance Management Trainee with a pharmaceutical manufacturing organization. Subsequently, he joined a foreign-owned fibreglass manufacturing organization as the Research and Development Chemist for 7 years. Later, he joined a few electronics-based contract manufacturing working in the areas of Quality Assurance, Quality Control and Product Quality Engineering. His last position was that of a Senior Quality Manager with Hip Fung Electronics Industrial Co., Shenzhen China.

Mr Ng who has more than 25 years of working experience had conducted extensive training for various private corporations since 2005. His area of expertise and experience include business management systems, customer quality liaison, supplier quality, engineering development, ISO 9000 series Quality Management System, ISO 14000 series Environment Management System, ISO/ TS 16949 Automotive Specifications, Good Manufacturing Practices, Total Productive Maintenance, Total Quality Management, OHSAS 18001 and the necessary Quality and Data Analysis tools. In addition, he is an IRCA-certified Environment Lead Auditor (ISO 14001), ISO 22000 Lead Auditor, ISO 9001 Lead Auditor and also a certified trainer registered with PSMB.

## ADMINISTRATIVE DETAILS

**Closing date: June 30, 2014**

**Medium of Instruction:** English

**CPD:** 14 hours

**COURSE FEE** (Fees include Course Materials, Refreshment, Lunch and Certificate of Attendance)

FMM Members RM 500.00 per pax  
Others RM 600.00 per pax

#### Registration:

- Upon Faxing / Mailing the completed Registration Form to FMM Institute, Perak, you are deemed to have read and accepted the terms and conditions. The course would also be deemed as confirmed unless informed otherwise.
- Will be based on First-Come-First-Served basis.

#### Payment:

- Cheques made in favour of **FMM INSTITUTE** should be forwarded to FMM Institute Perak.
- For SBL Scheme, an Attendance of 100% is a MUST, in any case, employers will be billed in full.

#### Cancellation:

Must be in Writing with Reasons.

- 7 days before the course ~ No Payment Charged
- 3-6 days before the course ~ 50% Payment Charged
- < 3 days before the course ~ Full Payment Charged
- Participants who did not turn-up will be charged full payment.
- Replacements can be accepted at no additional cost.

#### Disclaimer:

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.