

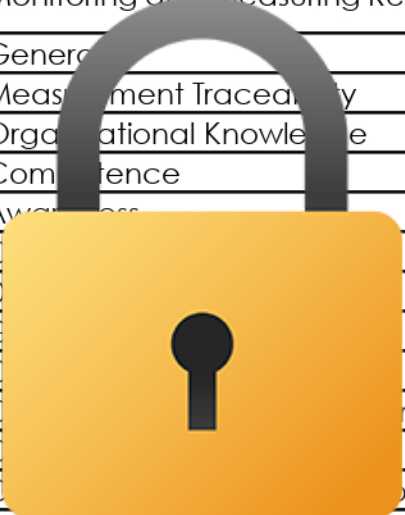
## AS/NZS ISO 9001 QUALITY MANAGEMENT SYSTEM TRAINING PROGRAM

Section		Training Objectives	Attendees	Course Duration	Delivery Method	Resources Needed	Date Completed
4	Context of the Organization						
4.1	Understanding the Organization and its Context						
4.2	Understanding the Needs and Expectations of Interested Parties						
4.3	Determining the Scope of the Quality Management System						
4.4	Quality Management System and Processes						
5	Leadership						
5.1	Leadership Commitment						
5.1.1	Customer Focus						
5.1.2	Quality Policy						
5.2	Organizational Roles, Responsibilities and Authorities						
5.2.1	Communicating the Quality Policy						
5.2.2	Communicating the Quality Policy						
5.3	Organizational Roles, Responsibilities and Authorities						
6	Planning						
6.1	Actions to Address Risks and Opportunities						
6.2	Quality Objectives and Planning to Achieve Them						
6.3	Planning of Changes						
7	Support						
7.1	Resources						
7.1.1	General						
7.1.2	People						
7.1.3	Infrastructure						

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7.1.4	Environment for the Operation of Processes						
7.1.5	Monitoring and Measuring Resources						
7.1.5.1	General						
7.1.5.2	Measurement Traced to						
7.1.6	Organizational Knowledge						
7.2	Competence						
7.3	Awareness						
7.4	Communication						
7.5	Documented Information						
7.5.1	General						
7.5.2	Creation and Update						
7.5.3	Control of Documented Information						
8	Customer Communication						
8.1	Customer Communication Control						
8.2	Requirements for Products and Services						
8.2.1	Customer Communication						
8.2.2	Determining Requirements Related to Products						
8.2.3	Review of Requirements Related to the Products						
8.2.4	Changes to Requirements for Products and Services						
8.3	Design and Development of Products and Services						
8.3.1	General						
8.3.2	Design and Development Planning						
8.3.3	Design and Development Inputs						
8.3.4	Design and Development Controls						
8.3.5	Design and Development Outputs						
8.3.6	Design and Development Changes						



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8.4	Control of Externally Provided Products and Services						
8.4.1	General						
8.4.2	Type and Extent of Control						
8.4.3	Information for External Providers						
8.5	Production and Service Provision						
8.5.1	Control of Production and Service Provision						
8.5.2	Identification of Production and Service Provision						
8.5.3	Production and Service Provision						
8.5.4	Production and Service Provision						
8.5.5	Production and Service Provision						
8.5.6	Control of Production and Service Provision						
8.6	Resources						
8.7	Control of Production and Service Provision						
9	Performance Evaluation						
9.1	Monitoring, Measurement, Analysis and Evaluation						
9.1.1	General						
9.1.2	Customer Satisfaction						
9.1.3	Analysis and Evaluation						
9.2	Internal Audit						
9.3	Management Review						
9.3.1	General						
9.3.2	Management Review Inputs						
9.3.3	Management Review Outputs						
10	Improvement						
10.1	General						
10.2	Non-Conformity and Corrective Action						
10.3	Continual Improvement						

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