

Quality Counts

Where and when will these Introductory sessions take place?

There will be two free initial Introductory sessions followed by more advanced subsidised sessions post Xmas. Both sessions will include breakfast bap. Full details of this will be provided at the initial training dates-

Stonehouse - Tuesday 30th November (9.30am - 12.00pm)

Parklife Business Centre, C/O Omega Resource Group, Omega House. Bonds Mill, Stonehouse, GL10 3RF

Tewkesbury - Wednesday 1st December (9.30am - 12.00pm)

Parklife Business Centre, C/O Severn Vale Housing, Shannon Way, Tewkesbury, GL20 8ND

*Quality Management support
at your fingertips!*



You will need to register for this programme before we can undertake any training. You can do this by either-

- A) Confirming your attendance today by emailing Project Coordinator, Daniel Nicholls, via parklifedaniel@glosfirst.co.uk
- or
- B) For any questions about this Quality Management Systems Introductory Session or the follow up sessions why not contact Mike Trust (Parklife Business Advocate) on **07581 574897**?

Upon your acceptance to attend we will send you an email confirmation with more details of the event and location.



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*A FREE introduction to Quality
Management Systems*

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What is ISO 9001 and Quality Management Systems?

Quality Management Systems (QMS) are the organisational structure, procedures, processes and resources needed to implement Quality Management which is the means to ensure the quality of goods or services.

ISO 9000/9001, a renowned Quality Management standard is increasingly required in order to trade with many large organisations. It covers monitoring processes and procedures, checking outputs for defects with corrective action where necessary and reviewing best practices to improve business effectiveness amongst others. ***So don't miss out!***



How would ISO 9001 benefit my business?

Financial

- Better understanding of drivers of business results
- Cost avoidance- "right first time"
- Cost savings- stop doing, do better
- Profit improvement opportunities

Customer / marketplace

- Competitive edge when tendering
- Competitive edge retaining customers
- Marketing of certification achievement
- Fosters better customer communication, relationships, and loyalty

Internal Processes

- Guided instructions and templates
- Clear understanding of processes
- Documented quality manual
- Standardisation- avoid mistakes
- Risk avoidance captured

Learning / culture change

- Interactive and supportive environment
- Focused learning, clear goal
- Develop business relationships
- Empowered- goal is achievable



Quality Management Systems could help your business stand out from the crowd

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Introduction to ISO 9001 and Quality Management Systems

Who should attend?

This introductory morning session is free for all those interested in attending. Mainly aimed at company managers, owners or staff who need to understand the principles of ISO 9001 to implement an effective Quality Management System, and achieve ISO 9001.

No prior knowledge of ISO 9001 or Quality Management Systems is required, the course starts from the basic concepts and principles.



Helping you to make sense of Quality Management jargon and if it makes business sense for your organisation!



What will I learn from this Introductory session?

1. Why you should look to implement a Quality Management System (QMS)
2. An overview of the structure and concepts of ISO 9000
3. What is a QMS system and what it isn't
4. How it support the business through the development and monitoring of Key Performance Indicators (KPI's)
5. How you can gain certification and the benefits this can bring
6. How and when a funded programme with a unique approach can support you in the development and implementation of a QMS



Quality Management needn't be complex with 4 simple steps see how you can improve your business efficiency.