



Saint Lucia Bureau of Standards

Course Title: Understanding ISO 9001

Training in a Quality Management System

Introduction

Successful companies have been studied and the common elements identified are captured in a set of international standards known as the ISO 9000 Quality Management System series. A quality management system has been described as business common sense. It is a business improvement tool which provides guidance on good management practices.

Training in a Quality Management System Based on the ISO 9000 Series delves into the requirements of a quality management system. This training course is highly recommended for businesses and other organizations committed to continually improvement. The benefits to be gained from implementing these requirements include:

- enhanced customer satisfaction
- improved operational efficiency and effectiveness
- continual improvement of products/services

Target Group

- Business owners/heads of organizations
- Managers/supervisors
- Quality personnel



Format

The training includes PowerPoint presentations, discussions, group activities, and course material.

Date, Time & Venue

Date: Thursday June 29, 2017

Time: 9:00 a.m. - 4:30 p.m.

Venue: Saint Lucia Bureau of Standards (SLBS)

Record of Participation

Certificates of participation will be issued.

Cost: \$180.00 per participant

Deadline for payment June 16, 2017

Registration: must be done in advance

Call the SLBS at:

453-0049, 456-0102 or 456-0546