



## **CREATING AND DOCUMENTING A QUALITY MANAGEMENT SYSTEM Course Outline**

### **April 5, 2005, Afternoon Session (1:00 pm to 5:00 pm)**

- 1:00 Introductions and general information
- 1:15 Review QMS definitions and descriptions – Any questions that carry over from “Creating and Documenting a QMS”
- 1:30 Understanding basic terms  
(handout “Definitions”; Students work together to identify processes and systems)
- 2:15 Break
- 2:30 Discussion of Vertical Management vs. QMS  
(handouts “Dr. Rensis Likert” and “Leadership Styles and problem solving”)  
(Students work together to identify more characteristics of Vertical Management and a QMS)
- 4:00 The ISO 9000 requirements used in auditing a QMS  
(handouts ISO 9000 Requirements, “PVP Checklist” and “The Standard Illustrations”)  
(Students apply each element to their operation to begin a Gap Analysis)

**Homework:** Analyze your organization by comparing it with a vertical management style and with a quality management system. Identify processes that you are familiar with and relate them to the ISO 9000 Elements. Determine whether you are the Champion or the Owner of the Processes. (Handout “Homework Assignment”)

### **April 6, 2005, Morning Session (8:00 am to 12:00)**

- 8:00 Peer Review of Homework and discussion of findings
- 9:00 Continuation of ISO 9000 requirements and gap analysis
- 9:45 Break
- 10:00 Quality Management Principles  
(handout ISO Principles; Students assess their company and identify immediate way to improve)
- 12:00 Lunch

### **April 6, 2005, Afternoon Open Discussion (1:00 pm to 5:00 pm)**

Work with individuals on their questions/quality manual to provide pointers on improvement (open discussion for all participants).