

## Training course: **Quality & Environmental Systems Manager**



### **You need this course if...**

- you want to develop the necessary skills to fulfil your role more effectively
- you want to implement and improve your quality management system to support your business
- you are new to the role of Quality Systems Manager

### **Duration and requirements...**

- 3 consecutive days (which includes an examination)
- Start time: 8:45am for a 9am start. End time: 5pm
- Attendance and participation of the full course is required
- This course requires pre-read material and evening work during the course

### **You will learn...**

- how to fulfil the role of a Quality Systems Manager and manage your systems effectively
- the requirements of ISO 9001 & ISO 14001 and how they relate to each other to form a robust system – including how to apply a risk based approach
- the need for documenting systems, processes and typical methods
- to develop quality policies and objectives that support your business
- to plan and manage your internal quality auditing activities
- how to eliminate the causes of problems through effective corrective action
- to develop an appropriate management review process and implement processes for continual improvement
- what to expect from 3rd party assessment

### **You will need...**

- a basic understanding of ISO 9001 & ISO 14001

Please refer to the 'Training' page on our website for scheduled dates and venues. We can also undertake in-company training courses (minimum delegate numbers apply).

### **Delegate rate:**

- Non-residential: £595 + VAT
- Residential: £745 + VAT (typically on-site and includes B&B between days 1 and 3)