

Leading Quality – The Successful Management Representative

For companies registered to ISO 9001, 14001, and other standards, the Management Representative plays a key role. Unfortunately, many Management Representatives are placed in this role without a full understanding of what is really required. Besides helping to maintain the business system, the Management Representative serves as an internal consultant to the organization and helps to guide leadership in its improvement efforts.

This three day course is designed for both new and “seasoned” Management Representatives. It is suitable for Management Representatives from all industries and representing all standards.

Key topics include:

- Understanding Management Representative roles and responsibilities
- Reviewing the requirements of ISO 9001
- Creating value-added documentation for the organization
- Understanding the process approach and the value of mapping processes
- Improving the value of internal audits
- Managing an effective audit system
- Creating an effective corrective and preventive action process and measuring its impact
- Learning how to make Management Reviews effective and powerful
- Managing the relationship with third party registrars
- Measuring process performance
- Tracking the Cost of Quality
- Reviewing additional tools for continual improvement