



Course Outline – Quality Overview – “Who, What, When, Where and Why” of ISO/TS 16949

Course Topic: Quality Overview-“who, what, when, where and why” of ISO/TS 16949

Recommended Contact Hours: 15 hrs.

Course Description:

The “who, what, when, where and why” of ISO/TS QMS implementation that associates need to understand. This course explains the associate’s roles and responsibilities in an effective ISO/TS 16949:2009 quality management system, the benefits of an effective quality management system for the organization and the ISO/TS 16949:2009 process approach to quality management systems implementation.

Course Outcomes and Objectives

- Q-1** The importance of ISO/TS 16949:2009
- Q-2** Key elements of the specification
- Q-3** The concept of a quality management system (QMS)
- Q-4** The organizations goals and objective
- Q-5** Focus on the customer requirements
- Q-6** The associate’s role in a QMS
- Q-7** The associate’s responsibilities in a QMS

Course Outline:

- A. History and goals of ISO/TS 16949:2009
- B. Impacts of changes in quality system requirements
- C. The role of Top Management
- D. The Eight Management principles
- E. The process approach
- F. Implementation strategy and issues
- G. Management Review
- H. Continual Improvement





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