



UL DQS's KNOWLEDGE SOLUTION CENTRE

is organizing a one day public program on

Awareness Training Program on ISO 9001:2008 amendments

Date : 22nd January 2010

Time : 9.30 AM To 6.00 PM

Location : Bangalore

**Venue : Hotel Taj Gateway
No 66, Residency Road,
Bangalore - 560 025**

TEL : (080) 66604545

**#147, Anjaneya Techno Park, 5th Floor,
HAL Airport Road, Kodihalli,
Bangalore-560017
Karnataka, India**



INTRODUCTION

A new edition of ISO 9001, the world's most used Quality management system was released on 13th November, 2008. ISO 9001:2008 is the fourth edition of the ISO 9001 standard, which was first published in 1987; and subsequently revised in 1994 and 2000.

ISO 9001:2008 does not incorporate any 'new requirements', as compared to ISO 9001:2000; however it has introduced a significant number of changes in text, which are an improvement on the 2000 version; intended to clarify user understanding and also to enhance the compatibility of the QMS standard ISO 9001 with its EMS counterpart ISO 14001 (current version published in 2004).

Quantum of work involved, for users of the standard (implementors, auditors, et. al.) to make the transition to the new version will depend on their current interpretation or status w.r.t. the clarified requirements stated, now, in ISO 9001:2008.

COURSE CONTENTS

ISO 9001 provides the requirements for a quality management system (QMS), which is a framework for an organization to plan and control its processes in order to achieve organizational business objectives including customer satisfaction, regulatory compliance and continual improvement.

However the effective deployment of this generic framework, in varying contexts and needs of the organizations, require deeper understanding of the standard.

As a step towards meeting this requirement for effective implementation, the experience gained and user feed back obtained by the TC 176 and other experts groups responsible for maintenance and promotion of ISO 9001 standard were utilized to bring out the amendments to ISO 9001:2000; which have resulted in the latest amendment-ISO 9001:2008.



The program content is designed to facilitate group learning of the key changes, to promote effective implementation:

- What is ISO 9001:2008
- Why ISO9001:2008
- Introduction to the Standard Requirements
- Group exercises to facilitate better understanding
- Quiz
- Open house (Q & A)

* Reference material: Comparison of full Text (with comments / intent)

WHO SHOULD ATTEND

- Senior and Middle Management Executives
- Management Representatives, core team members and internal auditors.
- Consultants and
- All those who can make a difference in enhancing the effectiveness of QMS

METHODOLOGY

The program delivery methods include the following:

- Facilitation for understanding the amendment processes and intent of amendment
- Group learning – sharing of present understanding / practices and how the changes can help in meaningful implementation.
- Summarizing the impact of changes
- Recap - Quiz / Open-book written examination.
- Feedback.



FACULTY

Mr. V. Muralidharan is a BE in Metallurgical Engineering. He has around 30 years+ of industry experience before joining UL India, with varied work experience in the automotive sector in various roles, as a Metallurgist, GM Quality, Chief Technical Controller and Manufacturers Representative in some leading organizations in India.

He is with UL (MSS) India as a Auditor for ISO 9001:2000 for the last 4 years, and has extensive audit experience (over 200 audits). He has conducted many Training programs & workshops as a Lead Faculty.

OUR CREDENTIALS

Knowledge Solution Centre is a platform providing training / workshop to share the knowledge, competency and wisdom we have gained through global exposure in terms of auditing, training and internal qualification controls. These solutions, through public or house programs provide compelling opportunities for customers to improve business processes and systems either on a continual fashion or with "step-change" approach. KSC provides opportunities for the personnel to develop competency on the management system areas in various industry sectors and also generic improvement methodologies. Individuals at the end of every program get assessed for absorption of knowledge and skills. KSC will also deploy a database capturing such credentials of individuals and make that available on the website for public view. Participants either get "participation certificate" or "successfully completed/qualified certificate" depending on the nature of the program and evaluation they go through.

UL Management Systems Solutions (India) Private Limited (UL MSS India in short) is a member of DQS Group. UL MSS has been a part of UL Inc (Underwriters Laboratories) operations till March 2008. UL MSS business of UL Inc., has been merged with DQS in April 2008, globally, and the merged entity has taken the new avatar as DQS-UL, which is a part of DQS Group

UL MSS India represents DQS and DQS-UL group in India. Management System Certification Customers of the erstwhile UL India and DQS India will be serviced by UL MSS India. UL MSS India is authorized to issue certificates with DQS logo and UL Registered Firm mark logos. Customers will continue to see value delivery from the UL MSS India team with seamless integration of services as a single-window solution

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provider to customers. Customers can expect larger benefits coming through the merger, not limiting to the following important things:

- Access to markets of Europe through DQS logo visibility and its credentials
- Access to Americas through UL Registered Firm mark logo visibility and credentials
- Wide spectrum of more than 70 nationally and internationally recognized management certification and assessment products to choose from a single global entity
- Knowledge Solution services which bring value to your organizational business excellence
- High integrity, high competency team with global exposure, seamless delivery with global consistency and local customer service across 44 countries with more than 100 offices

To know more about UL MSS services, click/ copy-paste the link in the browser
<http://www.ul-dqs.in>

REGISTRATION

Registration fee per participant + Service Tax @ 10.30% applicable at present

REGISTRATION FEE (Per Participant)	SERVICE TAX @ 10.30%	TOTAL (Per Participant)
Rs. 3,500/-	Rs. 361/-	Rs.3861/-

- For confirmation of nominations, please forward your nominations along with the 'at par Cheque / Demand Draft towards participant fee drawn in favor of "UL MSS India Private Limited" payable at Bangalore.
- Registration fee is not refundable. Changes in nominations are acceptable.
- Pre-registration and pre-payment is essential for participation.
- **This is a non- residential programme.** Therefore participants are requested to make their own arrangements for accommodation.

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- For registration and more details please contact Ms. Bharathi at +91 97318 20556 or send your mail confirmation at Bharathi.Shivraj@in.dqs-ul.com

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Email: Bharathi.Shivraj@in.dqs-ul.com

The last date for registration is 18th January 2010

NOMINATION FORM

As seats are limited, registrations will be on a 'first-come-first-served' basis. For registration, please fill in & send us the following details of the nominees along with the registration fee:

Sl. No.	Name	Designation	Organization & contact details (please include e-mail ID)

We hereby nominate the above personnel for this program and herewith enclose cheque / DD no. _____ date _____ drawn favouring "UL MSS India Private Limited" payable at Bangalore.

Date & stamp

Authorized signatory

**#147, Anjaneya Techno Park, 5th Floor,
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