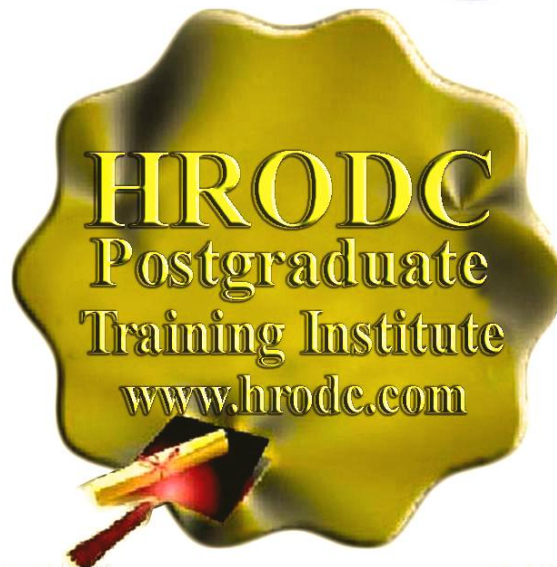


HRODC Training Institute



Course # 24

On-Line Postgraduate Programme

ISO 9000 Quality Systems

Course or Seminar

Leading To

DIPLOMA - POSTGRADUATE IN ISO 9000 Quality Systems

Progressing To a Masters Degree

MBA – MSc – MA

HRODC Postgraduate Training Institute - UKRLP Registration

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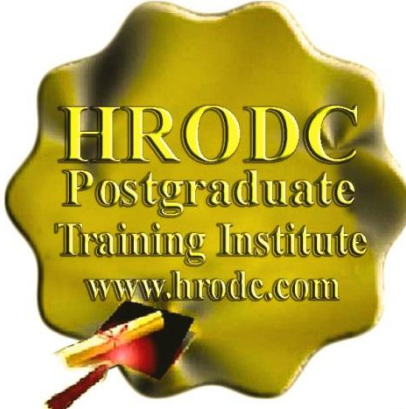

Prof. Dr. R. B. Crawford - Director HRODC Postgraduate Training Institute

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122A Bhylls Lane, Wolverhampton, WV3 8DZ, UK Telephone: +44 (0) 1902 763 607 +44 (0) 1902 569133 Mobile: +44 (0) 7736 147507 E-mail: institute@hrodc.com reception@hrodc.com Websites: (1) http://www.hrodc.com (2) http://hrodc-business-products-and-services.com		328 Linen Hall, 162-168 Regent Street, London. W1B 5TD, UK Tel: +44 (0) 20 84809628 Mobile: +44 (0) 7736 147507 E-mail: institute@hrodc.com reception@hrodc.com Websites: (1) http://www.hrodc.com (2) http://hrodc-business-products-and-services.com
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Course # 24

On-Line Postgraduate Programme

ISO 9000 Quality Systems

Course or Seminar

Leading To

DIPLOMA - POSTGRADUATE IN

ISO 9000 Quality Systems

Progressing To a Masters Degree

MBA – MSc – MA

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COURSE CO-ORDINATOR:

Prof. Dr. R. B. Crawford

- PhD (London),
- MEd. M. (Bath),
- Adv. Dip. Ed. (Bristol),
- PGCIS (TVU),
- ITC (UWI),
- Member of the Asian Academy of Management - MAAM,
- Member of the International Society of Gesture Studies - MISGS
- Member of the Academy of Management - MAOM,
- LESAN,
- MSCOS
- Visiting Professor Polytechnic University of the Philippines - PUP

Typical Course Duration: 6 Months

COST:

- **£2,010.00** + V.A.T. For UK Students
- **£2,278.00** + V.A.T. Non-UK Students

Course Cost includes:

- Course Guide and Supplement,
- Course Material
- On-line Support
- Available Learning Resources
- Assessment over 6 month's period
- Reassessment over 6 month's period
- HRODC Diploma – Postgraduate
- Dissertation cost includes Reexamination and Revision over a 3-year period from 1st Registration.

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ISO 9000 Quality Systems Course

Objectives

By the conclusion of the specific learning and development activities, the delegates will be able to:

1. Demonstrate an understanding of the importance of quality standards
2. Explain what the International Organization of Standardizations (ISO) represents
3. Exhibit an understanding of the structure of ISO, as an organisation
4. Explain ISO code of ethics
5. Explain the benefits of ISO to organisations
6. Identify the hallmarks of the ISO as a brand
7. Explain ISO's contribution to world trade
8. Exhibit an understanding of the benefits that ISO represents to developing countries
9. Recognize ISO standards
10. Distinguish between ISO 9000 and ISO 1400
11. Determine the elements that constitute the ISO 9000 family
12. Explain clients or customers' quality requirements
13. Demonstrate an understanding of the general regulatory quality requirements
14. Exhibit an understanding of how to enhance client and customer satisfaction
15. Exhibit an understanding of the processes involved in continuous quality improvements
16. Explain at least five of the eight ISO quality principles
17. Name the constituents of ISO 9000:2000 series
18. Demonstrate a significant grasp of the ISO 9000 quality standards, as it pertains to different industry sectors
19. Explain the background to the international working group agreement – IWA 1:2001 and IWA 1:2005, as it pertains to health service organisations
20. Explain the ISO/TS 29001:2003 as it pertains to petroleum petrochemical and natural gas industrial sectors
21. Explain at least 10 ISO 9000 standards, linking them to their specific standards parameter
22. Determine the relationship between performance management and quality improvement in public sector organisations
23. Explain how ISO certification might be achieved
24. Exhibit an understanding of the marketing opportunity that ISO certification represents

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25. Suggest the steps that should be taken in preparation for ISO certification assessment
26. Explain the progress that the ISO's 2005 to 2010 action plan for developing countries has made, suggesting effort towards its enhancement

ISO 9000 Quality Systems Course

Contents, Concepts and Issues

1. Why quality standards matter
2. What is the International Organisation for Standardization (ISO)
3. ISO Structure
4. ISO Code of Ethics
5. What 'international standardization' means
6. How ISO standards benefit society
7. The hallmarks of the ISO brand
8. ISO and world trade
9. ISO and developing countries
10. How to recognize an ISO standards
11. The ISO Standards: An Introduction
12. ISO Standards – ISO 9000 and ISO 1400: An Overview
13. The ISO 9000 Family
14. Objectives of ISO 9000
15. The clients or customers' quality requirements
16. General Regulatory Quality Requirements
17. Enhancing client and customer satisfaction,
18. Towards Continuous Quality Improvement
19. ISO Quality Principles
 - a. Principle 1 Client or Customer focus
 - b. Principle 2 Leadership
 - c. Principle 3 Involvement of people
 - d. Principle 4 Process approach
 - e. Principle 5 Systems approach
 - f. Principle 6 Continuous improvement
 - g. Principle 7 Factual approach to decision making
 - h. Principle 8 Mutually beneficial supplier relationships

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20. The ISO 9000:2000 series
 - a. **ISO 9000:2005 Quality systems - Fundamentals and vocabulary**
 - b. **ISO 9001:2000 Quality systems – Requirements**
 - c. **ISO 9004:2000 Quality systems - Guidelines for performance improvements**
 - d. **ISO 19011:2002 Guidelines for quality and/or environmental systems auditing**
21. The ISO 9000 Quality Standards
22. IWA 1:2001 to IWA 1:2005 (International Workshop Agreement) - Guidelines for process improvements in health service organizations
23. IWA 2:2003-Quality systems - Guidelines for the application of ISO 9001:2000 in education
24. IWA 4:2005-Quality systems -- Guidelines for the application of ISO 9001:2000 in local government
25. ISO Guide 34:2000-General requirements for the competence of reference material producers
26. ISO Guide 34:2000/Cor 1:2003-
27. ISO 9000:2005-Quality management systems -- Fundamentals and vocabulary
28. ISO 9001:2000-Quality management systems -- Requirements
29. ISO 9004:2000-Quality management systems -- Guidelines for performance improvements
30. ISO 10002:2004-Quality management -- Customer satisfaction -- Guidelines for complaints handling in organizations
31. ISO 10005:2005-Quality management systems -- Guidelines for quality plans
32. ISO 10006:2003-Quality management systems -- Guidelines for quality management in projects
33. ISO 10007:2003-Quality management systems -- Guidelines for configuration management
34. ISO 10012:2003-Measurement management systems -- Requirements for measurement processes and measuring equipment
35. ISO/TR 10013:2001-Guidelines for quality management system documentation
36. ISO/TR 10014:1998-Guidelines for managing the economics of quality
37. ISO 10015:1999-Quality management -- Guidelines for training
38. ISO/TR 10017:2003-Guidance on statistical techniques for ISO 9001:2000
39. ISO 10019:2005-Guidelines for the selection of quality management system consultants and use of their services
40. ISO/TR 13352:1997-Guidelines for interpretation of ISO 9000 series for application within the iron ore industry
41. ISO 13485:1996-Quality systems -- Medical devices -- Particular requirements for the application of ISO 9001
42. ISO 13485:2003-Medical devices -- Quality management systems -- Requirements for regulatory purposes
43. ISO 13488:1996-Quality systems -- Medical devices -- Particular requirements for the application of ISO 9002

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44. ISO 14964:2000-Mechanical vibration and shock -- Vibration of stationary structures -- Specific requirements for quality management in measurement and evaluation of vibration
45. ISO/TR 14969:2004-Medical devices -- Quality management systems -- Guidance on the application of ISO 13485: 2003
46. ISO 15161:2001-Guidelines on the application of ISO 9001:2000 for the food and drink industry
47. ISO 15189:2003-Medical laboratories -- Particular requirements for quality and competence
48. ISO/TS 16949:2002-Quality management systems -- Particular requirements for the application of ISO 9001:2000 for automotive production and relevant service part organizations
49. ISO 19011:2002-Guidelines for quality and/or environmental management systems auditing
50. ISO/TS 19218:2005-Medical devices -- Coding structure for adverse event type and cause
51. ISO 22870:2006-Point-of-care testing (POCT) -- Requirements for quality and competence
52. ISO/TS 29001:2003-Petroleum, petrochemical and natural gas industries -- Sector-specific quality management systems -- Requirements for product and service supply organizations
53. ISO/IEC 90003:2004-Software engineering -- Guidelines for the application of ISO 9001:2000 to computer software
54. ISO 9001:2000 Goals
55. Identifying goals
56. Identifying role expectations
57. Applying the ISO 9000 family of standards in your organisation.
58. Establish your current status, determine the gaps between your quality management system and the requirements of ISO 9001:2000
59. Determine the processes that are needed to supply products to your customers or clients
60. Developing a plan to close the gaps in the processes
61. Carrying out your plan
62. Undergoing periodic internal assessment
63. Demonstrating organisational or departmental conformity to quality standards
64. Importance of conformity assessment
65. Undergoing independent audit
66. Continuous organisational or business improvement
67. Maintaining the benefits and continuous improvement
68. ISO Certification
69. Publicising ISO Certification
70. Preparing for the ISO Certification assessment
71. Maintaining Certification
72. Performance Management as a Quality Instrument
73. ISO's 2005-2010 Action Plan for Developing Countries

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On-line Postgraduate Application, Admission and Enrolment Procedure

On-line Postgraduate Enrolment can be done at any time convenient to the student

1. Continuous Registration for Postgraduate Diploma and Masters Degree – MA, MSc, MBA, Executive MBA

Prospective students might register for a Full Postgraduate Diploma or Masters Degree, in the first instance. This will represent a continuous registration, incorporating the different courses, and, or, modules. The duration of a Postgraduate Diploma or Postgraduate Diploma component of a Masters Degree is typically two years but is longer for programmes such as Executive MBA. The procedure outlined below is more appropriate for those studying individual courses.

2. Online Application Requirement:

Please send the following documents:

- ✚ Completed Postgraduate Application Form, including a passport sized picture of the applicant
- ✚ Copy of Issue and photo page of your current passport or copy of your National Identity Card, if it has your photograph incorporated.
- ✚ Two recent References, at least one of which should be academic – from your University or College

3. What Happens Next?

- ✚ On receipt of all the above documents we will make an assessment of your suitability for the Programme.
- ✚ If you are accepted on the Programme, you will be notified accordingly and sent an Admission and Enrolment Confirmation Letter and Invoice.
- ✚ One week after the receipt of your payment or official notification of your payment, your course tutor will contact you, by e-mail or telephone, welcoming you to the Programme and officially commencing your study.
- ✚ The six months countdown begins with the initial Tutor Contact.

4. Subsequent Course Registration

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Once you have registered for one course, subsequent course registration is straightforward

- ✚ When you have notified us, by e-mail, of your intention to register for another course, we will send you your Admission and Enrolment Confirmation Letter and Invoice.
- ✚ One week after the receipt of your payment or official notification of your payment, your course tutor will contact you, by e-mail or telephone, welcoming you to the Programme and officially commencing your study.
- ✚ The six months countdown begins with the initial Tutor Contact.

5. Registering for the Masters Degree

- ✚ When you have successfully completed the requirement for the Postgraduate Diploma, you will receive the Award
- ✚ If you intend to proceed to the Masters degree, you need to register for course #7, Research Project: Design, Conduct & Report
- ✚ Close to the completion of this compulsory course, you may register for the Masters Degree
- ✚ Your Masters Degree registration will incorporate a Synopsis or Research Proposal. The groundwork for this would have been addressed by course #7.
- ✚ We will then send you your Admission and Enrolment Confirmation Letter and Invoice.
- ✚ You will be assigned a Dissertation Supervisor and a Dissertation Mentor
- ✚ Your Dissertation Supervisor will have the main responsibility for your work
- ✚ Your Dissertation Mentor will have casual contact with you and resolve any problems that you might be experiencing with your supervision that your Dissertation Supervisor cannot address or that you do not wish to bring to his or her attention
- ✚ One week after the receipt of your payment or official notification of your payment, your Dissertation Supervisor will contact you, by e-mail or telephone, welcoming you to the Programme and officially commencing your study.
- ✚ The two year countdown begins with the initial Supervisor Contact.

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General Regulation For HRODC Postgraduate Degrees – MBA, MA, MSc Programmes

Summary of the Regulation For HRODC Postgraduate Degrees – MBA, MA, MSc Programmes

Students who have successfully completed the HRODC General Postgraduate Diploma, HRODC Specialist Postgraduate Diploma and HRODC Cumulative Postgraduate Diploma may proceed to register for the Postgraduate Degree (MBA, MA, MSc). HRODC Cumulative Postgraduate Diploma relates to a Diploma that is granted through the addition of courses taken at intervals over a 6-year period. This type of Postgraduate Diploma might include both General and Specialist groupings. The requirement incorporates the '180-Hour Rule', wherein a delegate should accumulate at least 180 study-hours, in order to qualify for a Postgraduate Diploma.

After the Postgraduate Diploma Stage, students might register for a Masters Degree (MA, MBA, MSc – as appropriate). They will then be required to study a research module – Course #7 and present an externally assessed Dissertation of 15,000 to 20,000 words. They will receive supervision from 2 research tutors and will submit to an Oral Examination of their Thesis.

HRODC Postgraduate Diploma and Diploma – Postgraduate.

HRODC Postgraduate Diploma and Diploma - Postgraduate: Distinction and Award

The successful completion of four on-line Postgraduate Courses will lead to the award of HRODC Training Institute's Postgraduate Diploma. Each six month's course, which is successfully completed, will lead to the Institute's Diploma - Postgraduate. The term 'Diploma – Postgraduate' indicates that the course is postgraduate and counts towards a full Postgraduate Diploma

Individual Modules and Blocks of HRODC Postgraduate Diploma can be studied over a 6-year period. All modules or Blocks, in the case of the Postgraduate Diploma in

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Executive Management, must have been studied, with Students gaining 50% and above in at least 70% of the modules or blocks. To achieve the attainment level required for the Award of HRODC Postgraduate Diploma in Communication and Information Management, students should achieve a minimum of 50% pass in at least 70% of the modules. Module one will be treated as a double-unit and assessed in 2-parts, while module 3 will be regarded as 4 units, assessed in 4 distinct parts. There are, therefore 10 units, for assessment purpose, requiring at least a pass in 7 units, at 50% or higher. The assessment will be facilitated by the issuance of bound copies of course guides and course supplement (possibly combined), at the beginning of the training.

Students who fail to achieve the requirement for HRODC Postgraduate Diploma, or Diploma - Postgraduate - will be given support for 2 re-submissions. Those students who fail to achieve the requirement for the Postgraduate Diploma or Diploma - Postgraduate - on 2 resubmissions, or those who elect not to receive them, will be awarded the Certificate of Participation.

Title Examples of HRODC Postgraduate Diploma and HRODC Diploma - Postgraduate

HRODC Postgraduate Diploma Course or Seminar Titles include: *HRODC Postgraduate Diploma in Human Resource Management; HRODC Postgraduate Diploma in Comprehensive Human Resource Management; HRODC Postgraduate Diploma in Executive Management; HRODC Postgraduate Diploma in Comprehensive Real Estate Management; HRODC Postgraduate Diploma in Women in Management; HRODC postgraduate Diploma in Comprehensive Project Management; HRODC Postgraduate Diploma in Communication and Information Management.*

HRODC Diploma – Postgraduate - Course or Seminar Titles include: *HRODC Diploma - Postgraduate - in Financial Risk Management; HRODC Diploma - Postgraduate - in Judging Economic and Financial Crimes; HRODC Diploma - Postgraduate - in UK Legal System: Court Organisation and Management; HRODC*

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Diploma - Postgraduate - in Organisational Change Management; HRODC Diploma - Postgraduate - in Client Or Customer Care; Leading to HRODC Diploma - Postgraduate - in Trainer Training: Training for Trainers; HRODC Diploma - Postgraduate - in Worker Motivation; HRODC Diploma - Postgraduate - in Employee Resourcing: Recruitment and Selection; HRODC Diploma - Postgraduate - in Diversity Management; HRODC Diploma - Postgraduate - in Research Project Management; HRODC Diploma - Postgraduate - in Anti-Dumping and Anti-Subsidy; HRODC Diploma - Postgraduate - in Internal Audit; HRODC Diploma - Postgraduate - in Fundamentals of Automotive Industry; HRODC Diploma - Postgraduate - in Advanced Project Management; HRODC Diploma - Postgraduate - in Productivity Improvement; HRODC Diploma - Postgraduate - in Introduction to Real Estate Management; HRODC Diploma - Postgraduate - in Conveyancing and Property Valuation; HRODC Diploma - Postgraduate - in UK Employment Law; HRODC Diploma - Postgraduate - in UK Consumer Law; HRODC Diploma - Postgraduate - in ISO 9000 Quality Systems; HRODC Diploma - Postgraduate - in Modern Quality Systems; HRODC Diploma - Postgraduate - in Modern Quality Systems and ISO 9000; HRODC Diploma - Postgraduate - in Personnel and Occupational Testing; HRODC Diploma - Postgraduate - in Personnel and Occupational Test Questionnaire Design and Results Analysis; HRODC Diploma - Postgraduate - in Information, Risk and Security Management; HRODC Diploma - Postgraduate - in Executive Leadership and High Performance Team Management; HRODC Diploma - Postgraduate - in Organisational Design: Structuring and Restructuring Organisations; HRODC Diploma - Postgraduate - in Investment Projects in Industrial Sector; HRODC Diploma - Postgraduate - in Industrial Investment Performance Evaluation; HRODC Diploma - Postgraduate - in Strategic Management and Project Management; HRODC Diploma - Postgraduate - in Fundamentals in Oil and Gas Accounting; HRODC Diploma - Postgraduate - in Advanced Financial Accounting; HRODC Diploma - Postgraduate - in Advanced Cost Management; HRODC Diploma - Postgraduate - in Assessing Parenting Capability and Children's Need; and Recording & Report Writing For Social Service; HRODC Diploma - Postgraduate - in Strategic Management and Strategic Cost

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Management; HRODC Diploma - Postgraduate - in Strategic Management Accounting; HRODC Postgraduate Diploma - Postgraduate - in Advanced Budgeting; HRODC Diploma in Fundamentals of Air Cargo.

HRODC Postgraduate Diploma Typology

HRODC would like to initiate and maintain a typology that will distinguish between its 3 main categories of Postgraduate Diploma:

1. HRODC General Postgraduate Diploma
2. HRODC Specialist Postgraduate Diploma
3. HRODC Cumulative Postgraduate Diploma

HRODC General Postgraduate Diploma refers to the Postgraduate Diploma, which consists of generic courses, taken within a three-year period. HRODC Specialist Postgraduate Diploma must be construed to mean a Postgraduate Diploma that consists of related courses. These include: *HRODC Postgraduate Diploma in Human Resource Management; HRODC Postgraduate Diploma in Comprehensive Human Resource Management; HRODC Postgraduate Diploma in Executive Management; HRODC Postgraduate Diploma in Comprehensive Real Estate Management; HRODC Postgraduate Diploma in Women in Management; HRODC Postgraduate Diploma in Comprehensive Project Management; HRODC Postgraduate Diploma in Communication and Information Management.*

HRODC Cumulative Postgraduate Diploma relates to a Diploma that is granted through the addition of courses taken at intervals over a 6-year period. This type of Postgraduate Diploma might include both General and Specialist groupings. The requirement incorporates the '180-HourRule', wherein a delegate should accumulate at least 180 study-hours, in order to qualify for a Postgraduate Diploma.

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HRODC's Quality Assurance

The 50% minimum attainment requirement for the HRODC Postgraduate Diploma and HRODC Diploma - Postgraduate - is an attestation to our concern for quality and exceptional performance. This 'standard' is in line with most British Universities, some having recently moved away from their traditional 40% attainment requirement. One of the several ways in which HRODC assures academic and professional quality is to ensure that most of its consultants hold a PHD in their areas of specialism. The lowest qualification of any consultant at HRODC is an MA and, or, MSc. These qualifications are in addition to relevant experience and continuous development. While most applicants to HRODC Postgraduate Diploma and HRODC Diploma - Postgraduate - Programmes are holders of Undergraduate and Postgraduate Degrees, some being Professors of internationally renowned Universities, others do not hold a degree but have substantial work and life experience to excel in the courses. In addition, HRODC has instituted the '180-HourRule', wherein a delegate should accumulate at least 180 study-hours, in order to qualify for a Postgraduate Diploma. Specialist Diploma such as the HRODC 'Postgraduate Diploma in Executive Management' consists of 540 hours.

In addition to the above, HRODC has incorporated the following additional Quality measures in its Postgraduate Degree Programme – These can also be found in the document *Regulation For HRODC Postgraduate Degrees – MBA, MA, MSc Programmes*

1. The length of the Dissertation will be between 15,000 and 20,000 words. Higher or lower limits can only be accepted through special dispensation, tabled through their Dissertation Tutor;
2. Students will be assigned one Main Dissertation Supervisor, for formal tuition, and a Dissertation Mentor, who will provide them with informal advice, in conjunction with their Main Dissertation Supervisor;
3. Students' Viva Voce, or Oral, Examination will be conducted within 3 months of the submission of their Dissertation;

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4. The Dissertation Examination will be conducted by an External and an Internal Examiner;
5. The External Examiner will be drawn from a recognized University and will be an Academic in the Discipline, who is not otherwise associated with HRODC;
6. The Internal Supervisor will be an HRODC Tutor, who is neither Students' Main Dissertation Supervisor or their Dissertation Mentor;
7. The submission date of a Masters Dissertation is expected to be within 12 calendar months of their initial registration for the Degree but can be extended, on application, to a period not exceeding 24 months;
8. In the event that Students were not successful on the first attempt, they will be given the opportunity to make minor amendment to, or revise, their Dissertation, with the guidance of their Dissertation Supervisors.

Course Admission and Registration:

As an Award-bearing Postgraduate Course, it is essential that we assess the aptitude of our potential participants. We, would, therefore appreciate if you might complete our standard Postgraduate Application Form, which is available on request (please see our contact details above), or downloadable from:

http://www.hrodc.com/Brochure_Download_Centre.Company_Brochures_Seminar_Brochures_Seminar_Schedule.htm

If your previous qualifications and experience are in line with our admission criteria, you will be sent an official notification of your admission to the course or courses for which you have applied, along with a Proforma invoice, for the payment of the relevant fees. You will then be duly registered for the course/s as soon as we have received your payment.

Terms and Conditions

HRODC Policy Terms and Conditions are Available for viewing at:

<http://www.hrodc.com/COSTS.htm>

Or Downloaded, at:

http://www.hrodc.com/Brochure_Download_Centre.Company_Brochures_Seminar_Brochures_Seminar_Schedule.htm

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