

# Understanding ISO 9001 for Healthcare (*Plexus International*)

Learn the concepts of ISO 9001 through the use of hands-on, interactive learning. This course covers an in-depth, clause by clause review of the Standard.

**Length:** 2 days

**Prerequisites:** None

## **Learning Objectives:**

- Demonstrate an understanding of the purpose and intent of the ISO 9001 Standard through a clause by clause review
- Demonstrate an understanding of the process approach and relate how it impacts the use of ISO 9001
- Apply each of the standard's clauses to healthcare
- Develop and utilize Turtle Diagrams

## **Who Should attend:**

- Any member of an ISO 9001:2008 implementation team
- New internal auditors and experienced auditors that have not attended training in over three years
- Representatives from key functional groups involved in an organization's quality management system

## **Agenda:**

### **Day 1**

- Purpose and Objectives
- Process Approach and Impacts
- Clause by clause review of ISO 9001 from a healthcare perspective

### **Day 2**

- Clause by clause review of ISO 9001 from a healthcare perspective
- Quality Management Principles
- Closure and Planning: Opportunities, roadblocks and implementation planning