

Understanding the ISO9000 Quality Assurance System E-learning Course

Who is this e-learning course aimed at?

Anyone who wants a basic understanding of the ISO9000 Quality Assurance System. It is equally appropriate for professional and private use. It is most likely to be relevant to someone who is thinking of achieving ISO9000 for their own company and wants to know how to get started.

What does the course cover?

There are seven separate topics:

1. History of quality assurance systems
2. Alternatives to ISO9000
3. What is ISO9000?
4. ISO9000 quality management principles
5. The requirements of ISO9001
6. Internal quality audits
7. Being accredited to ISO9000

How long does the course last?

This is really a matter for each individual user, but as a very rough guide we estimate that each topic could be completed within 10-20 minutes. You don't have to complete all eight topics in one go – you can leave the course and return as you wish, and your progress will be recorded as long as you sign back in with the same name and on the same computer.

Does the course contain video clips?

No, there are no video clips in this e-learning course. ISO9000 is primarily concerned with the way in which a company's policies and procedures are structured and implemented. Therefore, with the best will in the world, the subject matter doesn't really lend itself to video clips.

How is my progress assessed?

At the end of each topic there are a few (normally 4) multiple choice questions, just to test your understanding of that topic. The pass mark is set at 75% and your total score, along with a printable certificate, is generated when you complete all seven topics.

Do I need special computer equipment and/or skills?

No, all you need is a connection to the Internet.

Can the course be customised?

Yes, just give us a call on 0845 226 3210 and we'll see what we can do. For example, you might want a course that is customised for staff in your own organisation, with links to your organisation's own policies and procedures. You might also want a way of recording who has taken the course and what score they achieved.