



MiChem Dynamics
LEADING CHANGE

PROCEDURE WRITING FOR A QUALITY MANAGEMENT SYSTEM TRAINING

A quality management system (QMS) is a collection of policies, procedures and records focused on consistently meeting the requirements of the relevant regulations and legislations, the selected quality management system standard and mutually agreed customer requirements.

Writing these system documents may seem like a daunting task, but it can be very rewarding as it allows the creator to directly interface with employees across the organisation.

During this course we will look at the rules to follow when writing system documents in a way that they are easily understood, effective and easy to work with.



THE COURSE WILL RUN OVER 1 DAY

WHO SHOULD ATTEND THIS COURSE:

- Anyone involved in defining, planning, or implementing a quality management system.

MINIMUM ENTRY REQUIREMENTS:

- Fluency in English writing and reading skills

TUITION:

- Training material included (English)
- Certificate of attendance or competence (based on outcome of assessment) will be issued on successful completion of training

LEARNING OUTCOMES:

- Distinguishing between policies, procedures, SOP, work instructions, manuals, documents etc.
- Understanding the requirements for documented information as per quality management system standards (ISO 9001:2015).
- Gaining knowledge on the steps to follow to write a successful documented information.

COURSE OVERVIEW:

- Introduction
 - The importance of procedure writing.
 - Documentation hierarchy.
 - Documentation requirements for a QMS.
- QMS document control requirements
 - Introduction
 - Identification and description
 - Format and media
 - Review and approval
 - Availability
 - Protection
 - Distribution, access, retrieval and use
 - Storage and preservation
 - Updating documented information and control of changes
 - Retention and disposition
 - Documented information of external origin
- Creating QMS documentation
 - Creating documentation and the PDCA cycle
 - The steps to successful procedure writing

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