



ISO 9001:2000 Quality Management System Customer Satisfaction Workshop (1 Day)

Course Outline:

This session will explore the fundamentals of Customer Focus and Continual Improvement with concentration on the tools you can utilize to ensure customers' expectations are met and exceeded. This course will benefit individuals working in an ISO 9000 environment and will be especially useful for individuals responsible to manage customer feedback for ISO 9001:2000 Quality Management Systems.

Topics Covered Include:

- Customer Focus
- Customer-Related Processes
- Customer Communication Channels
- Customer Perception
- Monitoring & Measuring Customer Satisfaction
- ISO 10002:2004 – Guidelines for Complaints Handling
- Continual Improvement

Pre-requisites: None

Course Particulars:

Location: 16 Forest Road, Suite 301

Time: 9:00 am to 5:00 pm

Fee: \$400.00 plus HST (*Meals and materials will be provided*)

Course Cancellation Policy:

Cancellation requests received more than 7 calendar days before the start date of the seminar will receive a refund of the course fee minus a \$100 administration fee.

Cancellation requests received within the 7 calendar days before the start date of the course will be non-refundable.

Quality Matters Inc. reserves the right to cancel any seminar; full refunds will be granted.

Course Substitution Policy:

Substitutions of participants will be permitted at any time prior to the start of the course.

For more information or to register, contact Quality Matters Inc. at (709) 722-7860, or email us at info@qualitymatters.net or visit our web site @ <http://www.qualitymatters.net/>.