

# HRODC Postgraduate Training Institute



**A Postgraduate - Only Institution**



**024**

**ISO 9000 Quality Systems**

**Course or Seminar**

**Leading To:**

**DIPLOMA - POSTGRADUATE IN  
ISO 9000 Quality Systems**

**Accumulating to .**

**POSTGRADUATE DIPLOMA**

**Progressing To A Masters Degree –**

**MBA – MSc – MA**

A Division of HRODC Ltd. UK Reg. No. 6088763. V.A.T. Reg. No. 8958 765 38



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

PhD (London), MEd.M. (Bath), Adv. Dip. Ed. (Bristol), PGCIS (TVU), ITC (UWI), MAAM, MAOM, LESAN, MSCOS, MISGS, Visiting Prof. P.U.P.

Registered with the UK Register of Learning Providers (UKRLP), Department for Business, Innovation and Skills (BIS), formerly Department of Innovation, Universities and Skills (DIUS).



UKRLP Registration No. 10019585  
UKRLP Verification: <http://www.ukrlp.co.uk>  
Postgraduate Full-Time and Short Courses  
London, UK & International Locations

<b>Wolverhampton (HQ)</b> Address: 122A Bhylls Lane, Wolverhampton, WV3 8DZ, United Kingdom  Telephone: +44 (0) 1902 763 607 +44 (0) 1902 569 133 Mobile: +44 (0) 7736 147 507 Email: institute@hrodc.com  Websites: www.hrodc.com www.hrodc-mobile.com www.hrodc-business-products-and-services.com	 <p><b>HRODC</b> Postgraduate Training Institute www.hrodc.com</p>	<b>London Office</b> Address: 328 Linen Hall, 162-168 Regent Street London, W1B 5TD, United Kingdom  Telephone: +44 (0) 2081 332 760 Mobile: +44 (0) 7736 147 507  Email: institute@hrodc.com  Websites: www.hrodc.com www.hrodc-mobile.com www.hrodc-business-products-and-services.com
<b>HRODC Postgraduate Training Institute</b>		
 <b>A Postgraduate - Only Institution</b>		

**ISO 9000 Quality Systems**  
**Course or Seminar**  
**Leading To:**  
**DIPLOMA - POSTGRADUATE IN**  
**ISO 9000 Quality Systems**  
**Accumulating to**  
**POSTGRADUATE DIPLOMA**  
**Progressing To A Masters Degree –**  
**MBA – MSc – MA**

A Division of HRODC Ltd. UK Reg. No. 6088763. V.A.T. Reg. No. 8958 765 38  
**Prof. Dr. R.B. Crawford - Director HRODC Postgraduate Training Institute**  
PhD (London), MEd.M. (Bath), Adv. Dip. Ed. (Bristol), PGCIS (TVU), ITC (UWI), MAAM, MAOM, LESAN, MSCOS, MISGS, Visiting Prof. P.U.P.

Registered with the UK Register of Learning Providers (UKRLP), Department for Business, Innovation and Skills (BIS), formerly Department of Innovation, Universities and Skills (DIUS).



UKRLP Registration No. 10019585  
UKRLP Verification: <http://www.ukrlp.co.uk>  
Postgraduate Full-Time and Short Courses  
London, UK & International Locations

## HRODC Postgraduate Training Institute - UKRLP Registration



HRODC Postgraduate Training Institute is Registered with the UK Register of Learning Providers (UKRLP), of the Department for Business, Innovation and Skills (BIS), formerly Department of Innovation, Universities and Skills (DIUS).  
Its Registration Number is 10019585  
and can be verified at <http://www.ukrlp.co.uk/>



HRODC Postgraduate Training Institute is a Division of Human Resource and Organisational Development Consultancy (HRODC) Limited.  
It is Registered in England UK, with Registration #6088763  
and V.A.T. Registration No. 895876538

### Course Co-ordinator:

**Prof. Dr. R. B. Crawford – Director HRODC Postgraduate Training Institute**

- PhD (University of London);
- MEd. M. (University of Bath);
- Adv. Dip. Ed. (University of Bristol);
- PGCIS (Thames Valley University);
- ITC (UWI);
- Member of the Standing Council of Organisational Symbolism (MSCOS);
- 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;
- Professor, HRODC Postgraduate Training Institute;
- Visiting Professor, Polytechnic University of the Philippines (PUP).

**A Division of HRODC Ltd. UK Reg. No. 6088763. V.A.T. Reg. No. 8958 765 38**  
**Prof. Dr. R.B. Crawford - Director HRODC Postgraduate Training Institute**  
PhD (London), MEd.M. (Bath), Adv. Dip. Ed. (Bristol), PGCIS (TVU), ITC (UWI), MAAM, MAOM, LESAN, MSCOS, MISGS, Visiting Prof. P.U.P.



## For Whom This Course is Designed

### This Course is Designed For:

- Quality Managers;
- Project Managers;
- Production Managers;
- Production Supervisors;
- Product Engineers;
- Inspectors;
- Line Leaders;
- Production Operators;
- Those with responsibility for implementing quality management systems;
- Those with an interest in quality management systems;
- Those starting their career in quality management.

**Duration: 5 Days**

**Cost: £5,000.00 Per Delegate**

#### Please Note:

- V.A.T. (Government Tax) does not apply to Corporate Sponsored Individuals, taking Programmes or Courses in any location - within or outside the UK.
- It applies only to Individuals and Corporations based in the UK and to Non-UK Individual Residents taking courses in the UK.

#### Cost includes:

- Free Continuous snacks throughout the Event Days;
- Free Hot Lunch on Event Days;
- Free City Tour;
- Free Stationery;
- Free On-site Internet Access;
- Diploma – Postgraduate – in **ISO 9000 Quality Systems**; or
- Certificate of Attendance and Participation – if unsuccessful on resit.

**HRODC Postgraduate Training Institute's Complimentary Products include:**

1. HRODC Postgraduate Training Institute's **Leather Conference Folder**;
2. HRODC Postgraduate Training Institute's **Leather Conference Ring Binder/ Writing Pad**;
3. HRODC Postgraduate Training Institute's **Key Ring/ Chain**;
4. HRODC Postgraduate Training Institute's **Leather Conference (Computer – Phone) Bag** – Black or Brown;
5. HRODC Postgraduate Training Institute's **8GB USB Flash Memory Drive**, with Course Material;
6. HRODC Postgraduate Training Institute's **Metal Pen**;
7. HRODC Postgraduate Training Institute's **Polo Shirt**.

\*\*Please see product images, as a separate file - Complimentary Products For Students and Delegates, from HRODC Postgraduate Training Institute.\*\*

**Daily Schedule: 9:30 to 4:30 pm.**

**Location: Central London and International Locations**

[Click to View or Download Schedule - Part 1](#)

[Click to View or Download Schedule - Part 2](#)

[Click to View or Download Schedule - Part 3](#)

[Click to View or Download Schedule Part 4](#)

[Click to View or Download Schedule - Part 5](#)

[Click to View or Download Respective Mini-Schedules](#)

[Click to Download our Upcoming Programme and Course Schedule](#)

[Click to View or Download Respective Mini-Schedules](#)

[Click to Book this Course](#)

## ISO 9000 Quality Systems Leading to Diploma-Postgraduate in ISO 9000 Quality Systems

### Course Objectives

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

- Demonstrate an understanding of the importance of quality standards;
- Explain what the International Organization of Standardizations (ISO) represents;
- Exhibit an understanding of the structure of ISO, as an organisation;
- Explain ISO code of ethics;
- Explain the benefits of ISO to organisations;
- Identify the hallmarks of the ISO as a brand;
- Explain ISO's contribution to world trade;
- Exhibit an understanding of the benefits that ISO represents to developing countries;
- Recognise ISO standards;
- Distinguish between ISO 9000 and ISO 1400;
- Determine the elements that constitute the ISO 9000 family;
- Explain clients or customers' quality requirements;
- Demonstrate an understanding of the general regulatory quality requirements;
- Exhibit an understanding of how to enhance client and customer satisfaction;
- Exhibit an understanding of the processes involved in continuous quality improvements;
- Explain at least five of the eight ISO quality principles;
- Name the constituents of ISO 9000:2000 series;
- Demonstrate a significant grasp of the ISO 9000 quality standards, as it pertains to different industry sectors;

- Explain the background to the international working group agreement – IWA 1:2001 and IWA 1:2005, as it pertains to health service organisations;
- Explain the ISO/TS 29001:2003 as it pertains to petroleum petrochemical and natural gas industrial sectors;
- Explain at least 10 ISO 9000 standards, linking them to their specific standards parameter;
- Determine the relationship between performance management and quality improvement in public sector organisations;
- Explain how ISO certification might be achieved;
- Exhibit an understanding of the marketing opportunity that ISO certification represents;
- Suggest the steps that should be taken in preparation for ISO certification assessment; and
- Explain the progress that the ISO's 2005 to 2010 action plan for developing countries has made, suggesting effort towards its enhancement.

## Course Contents, Concepts and Issues

- Why Quality Standards Matter;
- What Is the International Organisation for Standardization (ISO);
- ISO Structure;
- ISO Code of Ethics;
- What 'International Standardization' Means;
- How ISO Standards Benefit Society;
- The Hallmarks of the ISO Brand;
- ISO and World Trade;
- ISO and Developing Countries;
- How to Recognize ISO Standards;
- The ISO Standards: An Introduction;
- ISO Standards – ISO 9000 and ISO 1400: An Overview;
- The ISO 9000 Family;
- Objectives of ISO 9000;

- The Clients or Customers' Quality Requirements;
- General Regulatory Quality Requirements;
- Enhancing Client and Customer Satisfaction;
- Towards Continuous Quality Improvement;
- ISO Quality Principles:
  - Principle 1 Client or Customer Focus;
  - Principle 2 Leadership;
  - Principle 3 Involvement of People;
  - Principle 4 Process Approach;
  - Principle 5 Systems Approach;
  - Principle 6 Continuous Improvement;
  - Principle 7 Factual Approach to Decision Making;
  - Principle 8 Mutually Beneficial Supplier Relationships.
- The ISO 9000:2000 Series:
  - ISO 9000:2005 Quality Systems - Fundamentals and Vocabulary;
  - ISO 9001:2000 Quality Systems – Requirements;
  - ISO 9004:2000 Quality Systems - Guidelines for Performance Improvements;
  - ISO 19011:2002 Guidelines for Quality and/or Environmental Systems Auditing.
- The ISO 9000 Quality Standards;
- IWA 1:2001 to IWA 1:2005 (International Workshop Agreement) - Guidelines for Process Improvements In Health Service Organizations;
- IWA 2:2003-Quality Systems - Guidelines for the Application of ISO 9001:2000 in Education;
- IWA 4:2005-Quality Systems -- Guidelines for the Application of ISO 9001:2000 in Local Government;
- ISO Guide 34:2000-General Requirements For The Competence Of Reference Material Producers;
- ISO Guide 34:2000/Cor 1:2003;
- ISO 9000:2005-Quality Management Systems -- Fundamentals and Vocabulary;
- ISO 9001:2000-Quality Management Systems – Requirements;



- ISO 9004:2000-Quality Management Systems -- Guidelines for Performance Improvements;
- ISO 10002:2004-Quality Management -- Customer Satisfaction -- Guidelines for Complaints Handling In Organizations;
- ISO 10005:2005-Quality Management Systems -- Guidelines for Quality Plans;
- ISO 10006:2003-Quality Management Systems -- Guidelines for Quality Management In Projects;
- ISO 10007:2003-Quality Management Systems -- Guidelines for Configuration Management;
- ISO 10012:2003-Measurement Management Systems -- Requirements for Measurement Processes and Measuring Equipment;
- ISO/TR 10013:2001-Guidelines for Quality Management System Documentation;
- ISO/TR 10014:1998-Guidelines for Managing the Economics of Quality;
- ISO 10015:1999-Quality Management -- Guidelines for Training;
- ISO/TR 10017:2003-Guidance on Statistical Techniques for ISO 9001:2000;
- ISO 10019:2005-Guidelines for the Selection of Quality Management System Consultants and Use of Their Services;
- ISO/TR 13352:1997-Guidelines for Interpretation of ISO 9000 Series for Application within the Iron Ore Industry;
- ISO 13485:1996-Quality Systems -- Medical Devices -- Particular Requirements for the Application of ISO 9001;
- ISO 13485:2003-Medical Devices -- Quality Management Systems -- Requirements for Regulatory Purposes;
- ISO 13488:1996-Quality Systems -- Medical Devices -- Particular Requirements for the Application of ISO 9002;
- ISO 14964:2000-Mechanical Vibration and Shock -- Vibration of Stationary Structures -- Specific Requirements for Quality Management in Measurement and Evaluation of Vibration;
- ISO/TR 14969:2004-Medical Devices -- Quality Management Systems -- Guidance on the Application Of ISO 13485: 2003;
- ISO 15161:2001-Guidelines on the Application of ISO 9001:2000 for the Food and Drink Industry;

- ISO 15189:2003-Medical Laboratories -- Particular Requirements for Quality and Competence;
- ISO/TS 16949:2002-Quality Management Systems -- Particular Requirements for the Application of ISO 9001:2000 for Automotive Production and Relevant Service Part Organizations;
- ISO 19011:2002-Guidelines for Quality and/or Environmental Management Systems Auditing;
- ISO/TS 19218:2005-Medical Devices -- Coding Structure for Adverse Event Type and Cause;
- ISO 22870:2006-Point-Of-Care Testing (POCT) -- Requirements for Quality and Competence;
- ISO/TS 29001:2003-Petroleum, Petrochemical and Natural Gas Industries -- Sector-Specific Quality Management Systems -- Requirements for Product and Service Supply Organizations;
- ISO/IEC 90003:2004-Software Engineering -- Guidelines for the Application of ISO 9001:2000 to Computer Software;
- ISO 9001:2000 Goals;
- Identifying Goals;
- Identifying Role Expectations;
- Applying the ISO 9000 Family of Standards in Your Organisation;
- Establish Your Current Status; Determine the Gaps between Your Quality Management System and the Requirements of ISO 9001:2000;
- Determine the Processes That Are Needed To Supply Products to Your Customers or Clients;
- Developing a Plan to Close the Gaps in the Processes;
- Carrying Out Your Plan;
- Undergoing Periodic Internal Assessment;
- Demonstrating Organisational or Departmental Conformity to Quality Standards;
- Importance of Conformity Assessment;
- Undergoing Independent Audit;
- Continuous Organisational or Business Improvement;
- Maintaining the Benefits and Continuous Improvement;

- ISO Certification;
- Publicising ISO Certification;
- Preparing For the ISO Certification Assessment;
- Maintaining Certification;
- Performance Management as a Quality Instrument;
- ISO's 2005-2010 Action Plans for Developing Countries.

## Synopsis of Diploma – Postgraduate, Postgraduate Diploma and Postgraduate Degree Regulation

### Postgraduate Diploma and Diploma – Postgraduate: Their Distinction and Assessment Requirement

Delegates studying courses of 5-9 days' duration, equivalent to 30-54 Credit Hours (direct lecturer contact), will, on successful assessment, lead to the Diploma – Postgraduate. This represents a single credit at Postgraduate Level. While 6-day and 7-day courses also lead to a Diploma – Postgraduate, they accumulate 36 and 42 Credit Hours, respectively. Delegates and students who fail to gain the required level of pass, at Postgraduate Level will receive a Certificate of Attendance and Participation. The Certificate of Attendance and Participation will not count, for cumulative purpose, towards the Postgraduate Diploma.

Courses carry varying credit values; some being double credit, triple credit, quad credit and 5-credit, etc. These, therefore, accumulate to a Postgraduate Diploma. As is explained, later, in this document, a Postgraduate Diploma is awarded to students and delegates who have achieved the minimum of 360 Credit Hours, within the required level of attainment.

Credit Value and Credit Hours examples of Diploma – Postgraduate Courses are as follows:

<b>Credit Value</b>	<b>Credit Hours</b>
Single-Credit	30-36
Double-Credit	60-72
Triple-Credit	90-108
Quad-Credit	120-144
<b>10-Credit (X36 Credit-Hours) to 12-Credit (X30 Credit-Hours)</b>	<b>360</b>

Other Credit Values are calculated proportionately.

Because of the intensive nature of our courses and programmes, assessment will largely be in-course, adopting differing formats. These assessment formats include, but not limited to, in-class tests, assignments, end of course examinations. Based on these assessments, successful candidates will receive the Diploma – Postgraduate, or Postgraduate Diploma, as appropriate.

In the case of Diploma – Postgraduate, a minimum of 70% overall pass is expected. In order to receive the Award of Postgraduate Diploma, candidate must have accumulated at least the required minimum 'credit-hours', with a pass (of 70% and above) in at least 70% of the courses taken.

Delegates and students who fail to achieve the requirement for Postgraduate Diploma, or Diploma - Postgraduate - will be given support for 2 re-submissions for each course. Those delegates who fail to achieve the assessment 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 Attendance and Participation.

## Diploma – Postgraduate, Postgraduate Diploma and Postgraduate Degree Application Requirements

Applicants for Diploma – Postgraduate, Postgraduate Diploma and Postgraduate Degrees are required to submit the following documents:

- Completed Postgraduate Application Form, including a passport sized picture affixed to the form;
- A copy of Issue and Photo (bio data) page of the applicant's current valid passport or copy of his or her Photo-embedded National Identity Card;
- Copies of credentials mentioned in the application form.

## Admission and Enrolment Procedure

- On receipt of all the above documents we will make an assessment of the applicants' suitability for the Programme for which they have applied;
- If they are accepted on their Programme of choice, they will be notified accordingly and sent Admission Letters and Invoices;
- One week after the receipt of an applicant's payment or official payment notification, the relevant Programme Tutor will contact him or her, by e-mail or telephone, welcoming him or her to HRODC Postgraduate Training Institute;
- Non-European Students will be sent immigration documentation, incorporating a Visa Support Letter. This letter will bear the applicant's photograph and passport details;
- Applicants will be notified of the dates, location and venue of enrolment and orientation;
- Non-UK students will be sent general information about 'student life' in the UK and Accommodation details.

## Modes of Study for Postgraduate Diploma Courses

There are three delivery formats for Postgraduate Diploma Courses, as follows:

1. Intensive Full-time Mode (3 months);
2. Full-time Mode (6 month);
3. Video-Enhanced On-Line Mode.

Whichever study mode is selected, the aggregate of 360 Credit Hours must be achieved.

## Cumulative Postgraduate Diploma Courses

All short courses can accumulate to the required number of hours, for the Postgraduate Diploma, over a six-year period from the first registration and applies to both general and specialist groupings. In this regard, it is important to note that short courses vary in length, the minimum being 5 days (Diploma – Postgraduate) – equivalent to 30 Credit Hours, representing one credit. Twelve 5-day short courses, representing twelve credits or the equivalent of 360 Credit Hours are, therefore, required for the Award of Postgraduate Diploma.

A six-day course (Diploma – Postgraduate) is, therefore, equivalent to 36 hours Credit Hours, representing one credit. Therefore, ten short courses, of this duration, equates to the required 360 Credit Hours, qualifying for the Award of Postgraduate Diploma. While double-credit courses last between ten and fourteen days, triple-credit courses range from fifteen to nineteen days. Similarly, quad-credit courses are from sixteen to nineteen days. On this basis, the definitive calculation on the Award requirement is based on the number of hours studied (aggregate credit-value), rather than merely the number of credits achieved. This approach is particularly useful when a student or delegate studies a mixture of courses of different credit-values.

For those delegates choosing the accumulative route, it is advisable that at least two credits be attempted per year. This will ensure that the required number of credit hours for the Postgraduate diploma is achieved within the six-year time frame.

### Progression to Postgraduate Degree – MA, MBA, MSc

- On the successful completion of the *Postgraduate Diploma*, students may register for the Postgraduate Degree, after their successful completion of Course #7: *Research Project: Design, Conduct & Report*.
- The students' Degree Registration Category will be dictated by the courses or modules studied at Postgraduate Diploma Level. The categories relate to Master of Business Administration (MBA); Master of Arts (MA) Master of Science (MSc); Executive Master of Business Administration (Executive MBA).

### Specialism and Degree Award Titles

The title of the degree will be indicative of the specialism studied or its generalist nature, as exemplified below:

- Master of Science - Advanced Oil and Gas Accounting: International Petroleum Accounting (MSc Advanced Oil and Gas Accounting: International Petroleum Accounting);
- Master of Science - Accounting and Finance (MSc Accounting and Finance);
- Master of Science - Real Estate Management (MSc Real Estate Management);
- Master of Science - Tourism and International Relations (MSc Tourism and International Relations);
- Master of Science – Human Resource Training and Development Management (MSc HR Training and Development Management);
- Master of Business Administration (MBA);
- Executive Master of Business Administration (Executive MBA);
- Master of Business Administration – Finance (MBA Finance);

- Master of Business Administration – Accounting (MBA Accounting);
- Master of Arts - Human Resource Management (MA Human Resource Management);
- Master of Arts - Information and Communication Management (MA Information and Communication Management).

## Dissertation: Topics, Supervision and Examination

- The knowledge and skills gained from the research methods course will enable students to formulate their research proposal.
- With the guidance of their research methods tutor, they will submit a Synopsis or Research Proposal
- On the approval of their synopsis, their Postgraduate Degree Registration will be formalised and they will, in earnest, begin their dissertation research.
- Students' choice of Dissertation area and topic must closely reflect their specialism and expected Award Title;
- The Postgraduate Degree Award Board, which will convene twice during each Academic Year, will determine whether the rules have been complied with, in this regard, and will, where necessary, change a registered Award Title, to reflect the reality of a programme choice;
- The length of the Dissertation will be between 15,000 and 20,000 words. Higher or lower limits will be accepted through special dispensation only, tabled through their Dissertation Supervisors;
- Students will each 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;
- Each Dissertation Mentor will also mediate the relationship between the Student and his or her Dissertation Supervisor;
- Students' Viva Voce, or Oral, Examination will be conducted within 3 months of the submission of their Dissertation;
- The Dissertation Examination will be conducted by an External and an Internal Examiner;



- The External Examiner will be drawn from a recognized University and will be an Academic in the Discipline being examined, who is not otherwise associated with HRODC Postgraduate Training Institute;
- The Internal Supervisor will be an HRODC Postgraduate Training Institute's tutor, who is neither the Students' main Dissertation Supervisor or their Dissertation Mentor;
- The submission date of a Postgraduate Dissertation is expected to be within 12 calendar months of a candidate's initial registration for the Degree but can be extended, on application, to a period not exceeding 24 months;
- In the event that Students are not successful on their first attempt, they will be given the opportunity to make minor amendments to, or revise, their Dissertation, with the guidance of their Dissertation Supervisors.
- The maximum total submission and resubmission period should not exceed 36 calendar months from the date of first registration for a particular Postgraduate Degree;
- Additional details and general aspects of these regulations are contained in the document: *Postgraduate Degree - Dissertation Guidelines*.

## 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](http://www.hrodc.com/Brochure%20Download%20Centre.Company%20Brochures%20Seminar%20Brochures%20Seminar%20Schedule.htm)

The submission of our application form or otherwise registration by of the submission of a course booking form or e-mail booking request is an attestation of the candidate's subscription to our Policy Terms and Conditions, which are legally binding.

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