



# ICT Services

“To influence and shape the nature, scope and direction of ICT in the University of the Free State through leadership, innovation and collaboration”

## Quality Management Awareness Training

April 2019



## AGENDA

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### **Agenda (3 ½ Hours)**

- ISO Route
- Who is ISO
- Standards related to ISO 9000
- What is a Quality Management System (QMS)
- Requirements per ISO 9001:2015
- Summary of Mandatory Documents
- Summary of Mandatory Records
- Benefits of a QMS
- How to maintain your QMS
- Project Plan