

(Insert your COMPANY NAME  
or LOGO)

# Quality Awareness Training Prompt

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\* Delete sections 1.1 and 1.2

## 1.1 Training Awareness and Competence

Clause 6.2.2 of ISO9001:2008 requires that staff receive quality awareness training, but not all individuals tasked with delivering that training know where to start.

Penarth Management can deliver bespoke training sessions for your organisation if required, and we can tailor the session to suit the amount of time you have available and to deliver any specific messages that may need to be communicated. Alternatively, we have developed a simple script that you can modify and develop to suit your own company. This script typically takes approximately 20 – 30 minutes to deliver.

## 1.2 Guidance Notes for the Trainer

To develop your own training script, simply modify this document, taking into account the comments detailed below.

Any notes within this guide in **green bold text** can be deleted – they are purely there as a prompt for the trainer. Some text in *green italics* gives some examples. Not all will be relevant to every industry. (We have tried to use a broad cross section of examples from manufacturing to service providers.)

Text **highlighted yellow** alerts the trainer to the fact that text requires amending to suit your company.

Any text in **black (normal font)** can be read out.

**Bold black text** provides some guidance to the trainer when delivering the session. They also indicate some areas where the trainer may wish to prepare in advance to ensure that they are suitably prepared with the right kind of reference materials.

On completing your training session, you should always endeavour to record any comments that arise from people attending the course.

Please report any comments or suggestions for improving this script to [info@penarth.co.uk](mailto:info@penarth.co.uk).

## QUALITY

We have achieved / are working towards (delete as applicable) ISO9001:2008, which is the internationally recognised Standard for Quality Assurance.

The fact that we have / will have (delete as applicable) achieved this demonstrates to our customers that we perform our work in a controlled manner.

The Standard is divided into 4 main areas of:

**PLAN:** establish the objectives and processes necessary to deliver results in accordance with customer requirements and company policies.

The planning phase within (Replace this text with your company name) includes activities such as (use this space to describe your planning activities e.g. site surveys prior to quotes, pre-contract meetings, scheduling of courses etc)

**DO:** implement the process.

The do phase at (Replace this text with your company name) is essentially the (use this space to describe what you do e.g. installation and commissioning; manufacture of components; provision of consultancy services etc)

**CHECK:** monitor and measure the processes and products against policies, objectives and product requirements.

We have to complete various checks as the work progresses. Within (Replace this text with your company name) these include (use this space to describe your checking processes e.g. Statistical Process Control within can filling factories; checking weld integrity; how many helpdesk calls have been closed down within a given time period; how long has it taken to implement a project etc). It is important that we keep records of our checks.

**ACT:** take actions to continually improve the process.

Information from each phase is reviewed as part of the Management Review Meetings. The Management Team is responsible for taking action to ensure that problems are addressed and that measures are taken to ensure that there is not a recurrence of the same issues.

To fulfil the Plan-Do-Check-Act cycle, every member of staff has an important role to play.

## PROBLEMS

If something goes wrong, it is important that we understand what happened and why. We need to know this information so that we can prevent the same thing happening in the future.

If you see something that isn't right – raise a Nonconformity Report and **(use this space to remind people of what they should do once they've completed a Nonconformity Report – if that includes naming the Quality Manager, then do so!)**

## QUALITY POLICY

**(Replace this text with your company name)** has written a Quality Policy that is appropriate to the work undertaken by the company.

Our policy is available in the Quality Manual and is displayed **(use this space to state where you have displayed your policy. E.g. On the notice board; in reception; on the intranet etc)**

***Show staff the policy and discuss the key points, drawing attention to the commitment towards customer satisfaction and continual improvement.***

## IMPROVEMENT PROJECTS

In order to improve our quality performance we have implemented the following measures:

**Discuss the list of current improvement objectives with all attendees. (You may find it beneficial to show them a copy of any Improvement Objectives that you have).**

## WHAT YOU MUST DO

- Report any problems.
- Follow the company guidelines.
- Make suggestions for improvements.

## CONCLUSION

This concludes our quality awareness session.

### Question:

Do you have any comments regarding this Quality Awareness training?

**Note any comments that arise from the training session, so that, if relevant, the training material can be updated accordingly.**