Webinar series
ISO 10000 Series and Allied Standards
for implementing Management Systems

National Productivity Council

The webinar series on "ISO 10000 series and allied standards for implementing Management Systems" covers all the relevant standards, and is aimed at equipping the people dealing with Management Systems to help them implement and realize effective management systems. The webinar series deals with the following:

- **Quality Management documentation and QM in Projects**
- **Measurement and calibration management**
- **Competency management and People development**
- **Customer satisfaction**

Register for full course, avail 10% discount

Fee: INR 1800 (including GST)

http://bit.ly/2XZf19P

Contact:
samdani.sm@npcindia.gov.in
AIP, NPC, Chennai
e-Certificate will be provided

1. Guidance on Quality Management documentation, and on QM in projects
13 Feb 2021 | 3-5pm | INR 500 (incl. GST)
Register @ http://bit.ly/2LIKlXC

2. Measurement and Calibration Management
27 Feb 2021 | 3-5pm | INR 500 (incl. GST)
Register @ https://bit.ly/3q97LEh

3. Guidance on HRD Departments, Training Departments, and Educational Organizations
13 Mar 2021 | 3-5pm | INR 500 (incl. GST)
Register @ http://bit.ly/3oCXz6E

4. Guidance on Customer Satisfaction
27 Mar 2021 | 3-5pm | INR 500 (incl. GST)
Register @ http://bit.ly/35vyKCd

Resource Person:

Mr. K B Shankaranarayana

Linkedin: https://www.linkedin.com/in/binoy-shankaranarayana-kurup-0b73554a/?originalSubdomain=in

The International Standards Organization (ISO) has many supporting standards which are used in conjunction with the ISO 9000 series. ISO 10000 series is one such series of standards that provides guidelines for improving a quality management system. Nevertheless, the ISO 9000 series being the mother of all standards, the principles behind these guidelines may be used to implement management systems other than that of the ISO 9000 family, for example environmental management systems and safety management systems, etc., as well.

There are other ISO standards on project management, knowledge management, and educational organizations, etc., which need to be considered too, in order to ensure a holistic approach in supporting the implementation of management systems. The individual webinars dealing with respective standards are provided below:

1. Guidance on Quality Management documentation, and on QM in Projects (ISO 10005, 10006, 10013 and 21500 standards)

This session deals with the standards pertaining to quality plans, quality management in projects and management system documentation.

2. Measurement and Calibration Management (ISO 10012 standard)

The measurement management system standard ISO 10012: 2003 will be covered in this session.

3. Guidance on HRD Departments, Training departments, and Educational Organizations (ISO 21001, 10015, and 30401 standards)

This session deals with the standards pertaining to competency management, people's involvement and knowledge management. The ISO 21001: 2018 standard which provides guidance to educational organizations for developing management system will also be covered in this session.

4. Guidance on Customer Satisfaction (ISO 10001, 10002, 10003 and 10004 standards)

This session deals with the standards pertaining to codes of conduct, complaint handling, dispute resolution, and monitoring and measurement which have relevance to ensure higher levels of customer satisfaction.