



Corporate Training Main #:  
239-433-6963  
Fax:  
239-489-9051

Department of Corporate Training

# ISO 9001:2008 Management Overview

ISO 9001:2008, an international quality standard, developed by the International Organization for Standardization (ISO), Geneva, Switzerland. This standard is endorsed by tens-of-thousands of organizations throughout the world for it is realized that the standard provides requirements for excellent business practices. This presentation provides an overview of the standard; identifies organizational benefits; and identifies requirements of the standard for an organization.

ISO 9001:2008 is an excellent organizational model to facilitate an effective process baseline within an organization to maintain and improve processes, help organizational performance, increase customer satisfaction, and posture the organization for increased/international business.

4 hours of instruction.

**Please Call for Dates and Cost.**

#### **NOTICE OF NON-DISCRIMINATION**

Florida SouthWestern State College is committed to providing an educational and working environment free from discrimination and harassment. All programs, activities, employment and facilities of Florida SouthWestern State College are available to all on a non-discriminatory basis, without regard to race, sex, age, color, religion, national origin, ethnicity, disability, sexual orientation, marital status, genetic information or veteran's status. The College is an equal access/equal opportunity institution. Questions pertaining to educational equity, equal access or equal opportunity should be addressed to the College's Equity Officer.

The College's Equity Officer/ADA and Title IX Coordinator is:

Director, Human Resources  
Royal Palm Hall, N-120 - Lee Campus  
8099 College Parkway SW  
Fort Myers, FL 33919  
(239) 489-9293