

Pages from PPT for the exam:

1. Systems management from the point of view of quality management.....:

6, 7, 9, 10, 11, 12, 13, 16, 17, 18, 19, 23, 24, 25, 27, 28, 36, 38, 39

Plus one information to page No. 24 – 4t member of the ISO 9000 family is this one:

ISO 19011, *Guidelines for auditing management systems*, covers the area of auditing of quality management systems and environmental management systems. It provides guidance on audit programmes, the conduct of internal or external audits, and information on auditor competence.

ISO 19011 provides an overview of how an audit programme should operate and how management system audits should take place. Effective audits ensure that an implemented QMS meets the requirements specified in ISO 9001.

2. Industry quality management standards.....:

2, 3, 4, 5, 7, 8, 10, 11, 13, 14, 23, 25, 28, 29, 30, 32, 34, 35, 36, 37, 38, 41, 42, 47, 51