



DIR/003 (E)

CODE: SEM11-07-2014-QM
 TITLE: Seminar on "A Preview of the Upcoming ISO 9000 & ISO 14000 System Standards"

CONTENT:

1. Review the ISO management system standards and Annex SL
2. ISO 9001 update
3. ISO 14001 update
4. ISO 10002 - a customer satisfaction driver
5. Question & answer

DESIGNED FOR:

- Organizations that are certified to ISO 9001 and/or ISO 14001
- Organizations currently developing systems for certification to ISO 9001 and/or ISO 14001
- Quality management system / environmental management system auditors
- Quality assurance/quality management/environmental management managers
- Customer service supervisors or managers
- Individuals interested in learning more about the development of the above topics

SPEAKER(S): Mr. Howie Ng--Technical Director of HKV Limited member at ISO/TC 176/SC 2/ WG 24
 "Revision of ISO 9001"

ORGANIZED BY: Macau Productivity and Technology Transfer Center (CPTTM)

NO. OF SEATS: 80 LANGUAGE: Cantonese

DATE: July 11 2014(Friday) TIME: 15:00-17:00

FEES: Free of charge REGISTRATION DEADLINE: 09/07/2014(Wed)

VENUE: Rua de Xangai 175, Ed. ACM., 7 andar, Macau – Auditorium

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* The organizer reserves the right to alter the topic/content/speaker of the seminar programme without prior notice.