



ISO 20000:2018 LEADERSHIP COURSE

OFFERED BY RECOGNISED TRAINING PROVIDER (RTP)
NVT QUALITY CERTIFICATION PVT. LTD., INDIA
(NVT QUALITY CERTIFICATION INTERNATIONAL, USA)





ISO 20000:2018 LEADERSHIP COURSE



- This course will enable management to understand the concepts of ISO 20000:2018 and how the standard can become a valuable part of their business management system through an exciting accelerated learning approach.
- This course will provide participants with basic understanding of the standard, knowledge and skills

Course Contents

- Introduction to ISO 20000-1
- Development & History
- Family of ISO 20000 series of standards
- Basic requirements of ISO 20000-1:2011 & its interpretation
- Incident Management
- Problem Management
- Course summary

Who Should Attend?

- Senior management personnel who will be required to have the working knowledge essential to motivate the team implementing the management system

NVT QC AT A GLANCE

Over 25 Years experience

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Accredited by NABCB, India and ANAB, USA for certification of Quality management system of organizations.

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Recognized by EXEMPLAR GLOBAL as a training provider

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Presence in India, South East Asia, Middle East, Africa, Europe and USA

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Proven Leadership in certification and training programs

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Over 10000 + audits in AQMS, QMS, EMS, ISMS, OHSAS, EnMS and IMS

Course Duration

8 hours



CONTACT US

Global:

NVT Quality Certification International

692, Canterbury Place, Milpitas, CA
95035, USA

+1 408-946-5517 / M +1 408-836-4370

Email: vishnu.mathur@nvtquality.com

India:

NVT Quality Certification

CAP-1, Export Promotion Industrial Park,
Near ITPL, Whitefield,
Bangalore-560 066

Phone: +91-88843 111 11/222 22/666 66

Email: nvt@nvtquality.com

Web: www.nvtquality.com