



## ISO 20000:2018 LEADERSHIP (AWARENESS) COURSE

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NVT QUALITY CERTIFICATION INTERNATIONAL



GLOBAL CERTIFICATION AND TRAINING SERVICES



# ISO 20000:2018 LEADERSHIP (AWARENESS) 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 ANAB and NABCB 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 USA, Europe, Middle East, Africa, South East Asia and India

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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

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