TRAINING AND IMPROVEMENT SOLUTIONS

INFORMING AND INSPIRING ORGANIZATIONS TO IMPROVE

MAXIMIZING YOUR BUSINESS INVESTMENT

Your organization's investment into formal management systems, assurance programs, or business improvement frameworks can deliver significant returns when effectively managed and maintained.

SAI Global Training and Improvement Solutions specializes in offering a range of innovative learning approaches and tool-based solutions to enable both individuals and organizations to achieve key objectives.

Our training will help you to better understand, implement and enhance business management systems and assurance programs to drive consistent, transparent and accountable operations, improve risk management and deliver long-term, systematic and sustainable performance.

LEARNING THAT SUPPORTS REAL BUSINESS NEEDS

SAI Global uses established methods and offers the latest learning approaches to our clients that will enable:

- Increased awareness of Standards, management systems and the latest business improvement frameworks and techniques;
- Effective implementation of management systems and assurance programs;
- Enhanced capability to audit and maintain your internal management systems;
- Reduced process waste and defects to enhance desired outcomes;
- Achievements beyond compliance to meet other critical business objectives and goals;
- Developments towards a culture of continual improvement across organizational systems and processes, based on enhanced knowledge and capability

ENGAGING LEARNING FROM EXPERTS IN THEIR FIELD

Each year over 12,000 people, across a wide range of industry sectors, partner with SAI Global for their training and improvement needs.

Our clients benefit from course content which is informed, up-to-date with relevant business, industry and legislative requirements and delivered to suit all levels of understanding. Our facilitators are auditors, business improvement specialists and experts who apply their breadth and depth of practical experience in the learning setting.

Choose from training services that address key business management systems, including Quality, Occupational Health and Safety, Automotive and Aerospace, Food Safety and Security, Environment and Medical Device.

We also offer programs to enhance Performance and Process Improvement and ensure your activities are aligned to business goals and objectives. Explore a variety of best practice business improvement tools including Process Management, Lean, Six Sigma and Business Excellence.

INDUSTRY RECOGNIZED COURSES

With a range of programs from professional development to auditing-specific RABQSA certified courses, we help to ensure that our clients select the right training to suit their learning objectives and capabilities.

You can be confident the design and delivery of our learning programs and products are the direct result of a rigorous, continual improvement process.

FLEXIBLE OPTIONS FOR INDIVIDUALS AND ORGANIZATIONS

Build awareness, knowledge and skills at an individual level, across the entire organization – or both with solutions that include:

Public Training – a convenient, high value option that's suitable to build individual capability for a small number of participants

In-house Training – cost-effective and flexible learning for groups of participants or for larger scale engagements to support specific business initiatives

Training Needs Analysis – learning specialists work with you to understand your desired objectives, analyze current skills/practices, and then recommend the best solutions to close capability gaps

Workplace Coaching – offers practical reinforcement of classroom learning, accelerating skills development and rapidly improving performance to get the most from your training investment

Process Improvement Programs, Tools & Technology – delivers a range of programs and tools based on internationally recognized frameworks and techniques to reduce costs, improve efficiency, do more with less or continually improve core processes

Organizational Excellence, Assessments, Programs & Tools – programs and tools for organizational wide improvement strategies and assessments against the Business Excellence Framework

THE BENEFITS: ACHIEVE POSITIVE OUTCOMES AND SUSTAINABLE PERFORMANCE

SAI Global clients are equipped with the necessary knowledge and skills to deliver:

- Improved quality and consistency
- Higher customer satisfaction and fewer complaints
- Reduced cost due to inefficiency or rework
- Productivity gains through people and process
- Increased profitability
- Engaged and empowered staff
- Improve risk management
- Systems that support your current and future goals
- Lasting improvements and sustainable performance

REGISTER TODAY – AND GAIN THE COMPETITIVE EDGE

Whatever your professional experience, learning objectives or industry, SAI Global can deliver a course to support your individual or organizational needs.

OUR EXPERTISE

- FOOD SAFETY
- AEROSPACE
- ENVIRONMENTAL
- OHS
- MEDICAL DEVICE & PHARMACEUTICAL
- QUALITY
- PROCESS MANAGEMENT
- AUTOMOTIVE
- CALIBRATION & MEASUREMENT
- TELECOMMUNICATIONS
- SIX SIGMA & LEAN

LEARNING COURSES

- **Understanding**
- **Implementing**
- **Auditing**

DELIVERY OPTIONS

Personal

- Public – Instructor-led

Organizational

- In-house
- Self Directed Video/CD/DVD
- Workplace Coaching
- Process Improvement Programs and Tools
- Organizational Excellence Programs, Assessments & Tools

BENEFITS

- Improved quality
- Higher customer satisfaction
- Reduced cost
- Productivity gains
- Increased profitability
- Engaged and empowered staff
- Improve risk management
- Systems that support your current and future goals

Email us at **training.us@saiglobal.com** Call us at **1800 374 3818** Or visit us online at **www.saiglobal.com/training**

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PUBLIC AND INHOUSE TRAINING ACROSS THE UNITED STATES, CANADA AND NOW MEXICO!

IS IN-HOUSE TRAINING AN OPTION FOR YOU?

If you want to choose training dates at a location that suits you, or are looking for a cost-effective way to train a group of people at your organization, consider booking your next course for in-house delivery…

BENEFITS

CONVENIENT & COST EFFECTIVE

- You want training and/or coaching to be delivered at a time and location convenient for your team members
- A cost-effective method for training groups of employees at your organization and receiving the highest standard of learning specifically designed to your needs
- Don't pay for your delegates to travel to us – we'll come to you!

DIVERSE RANGE OF COURSES

- Access to a full range of public and in-house only courses
- We work with you to deliver training programs that meet your expectations and industry-specific needs

EXPERIENCED PRESENTERS

- Training programs are delivered by qualified professionals and subject-matter field experts with a combined experience of over 30 years of first hand experience to share with your people and organization.

TEAM ENVIRONMENT

- Training your employees at the same time promotes a team environment and provides immediate learning
- Delegates can observe and participate in live audits onsite and use site specific case studies to enhance the learning experience

INDUSTRY EXPERIENCE

- Our experience extends across a wide range of industry sectors, including:
  - Government
  - Non-Government Organizations
  - Defense
  - Manufacturing
  - Technology
  - Energy
  - Health
  - Food & Allied Industries
  - Water Utilities
  - Telecommunications
  - Information Security
  - Plastics & Chemicals
  - Transportation
  - Mining & Minerals
  - Construction
  - Education

For more information or to request an In-house Training quote:

Call 1800 374 3818
Email training.us@saiglobal.com
Visit www.saiglobal.com/training

FOOD SAFETY & SECURITY

A Food Safety Management System can help manage food and beverage related risks, demonstrate compliance with food regulations and secure contingency plans for potential crises such as product recall. The following courses are designed to help you understand, implement and audit against internationally recognized Food Safety Standards.

Global Food Safety Standards – Overview and Comparison of HACCP Based Standards

Understanding

1 Day – 0.7 CEU

This introductory course is ideal for food retailers and suppliers that need to understand the differences between the various requirements around international food safety and quality management standards. Gain detailed information regarding the four main food safety standards adopted in the US and decide which one is right for you.

HACCP (Hazard Analysis & Critical Control Points)

A risk management system that identifies, evaluates, and controls hazards related to food safety throughout the food supply chain. HACCP is a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product.

Food Defense

Implementing

1 Day – 0.7 CEUs

Since September 12, 2001 food plants have needed to add Food Security / Defense to their already full plate of food safety and food quality responsibilities. This one day course goes beyond the traditional checklist implementation of food defense to a revolutionary process of incorporating food defense into a plant's overall food safety plan. Utilizing proprietary software, called FoodProtectionTQTM, a tool that embeds a risk assessment methodology called Complexity Management SystemTM (CSM) offered by ThoughtQuest, LLC in Frederick, MD. This risk assessment tool is ideal for engaging attendees with a computer-assisted hands-on scenario exercise where questions concerning the subject matter centered on core questions are quantitatively scored to generate item ranking that, in proprietary fashion, projects outcomes that decision makers can use to best prevent or respond to expected and unexpected events.

At the completion of the course an examination is administered to assess participants' understanding of the training provided and their level of competence.

BRC stands for British Retail Consortium. The world's first Global Food Safety Initiative (GFSI) recognized standard, it is one of the top choices for retailers worldwide looking for confidence from food suppliers. This standard provides retailers and brand owners the necessary guidelines to produce food products of consistent safety and quality to consumers

COURSES ARE ALSO AVAILABLE INHOUSE. CALL 1800 374 3818 TO REQUEST A QUOTE

Introduction to the BRC Global Standard for Food Safety Issue 5

Understanding

1 Day – 0.7 CEU

Gain a general understanding of the BRC and its certification process. Our Food Safety Experts will guide you through understanding the Standard, the certification process and its relationship to the GFSI (Global Food Safety Initiative). An ideal preparatory course for those interested in implementing the standard at their organization.

How to Interpret the BRC Global Standard for Food Safety Issue 5

Implementing

2 Days – 1.4 CEUs

Learn the detailed requirements necessary to implement the BRC Global Standard for Food Safety Issue 5 at your organization. Attendees will gain an in depth and practical understanding of the Standard's requirements, the ability to formally develop and implement a practical documented system to comply with the Standard's requirements, and gain confidence in the auditing, nonconformity, and reporting writing processes.

BRC Internal Auditor

Auditing

2 Days – 1.4 CEUs

Perform effective internal audits against the BRC Global Standard for Food Safety Issue 5 at your organization. Interactive workshops and a final examination at the end of the course will help you develop your auditing skills and techniques and ensure that your organization is improving its internal processes.

Third Party Auditor – BRC Global Standard for Food Safety Issue 5

Auditing

4 Days – 2.8 CEUs

Train specifically against third party audit requirements and the BRC Global Standard for Food Safety Issue 5. In addition, the course includes all relevant aspects of auditing within the foods sector. Attending this course allows you to gain an in-depth and practical understanding of the BRC audit requirements.

An exam is given on the last day of the class. Attendees who successfully pass this exam will be issued a BRC Third Party Auditor certificate.

REGISTER ONLINE - FOR DATES, VENUES, AND PRICING INFORMATION VISIT www.saiglobal.com/training

The SQF Program (Safe, Quality Food) is one of the world's leading food safety and quality management systems, designed to meet the needs of retailers and suppliers worldwide. The Program provides independent certification that a supplier's food safety and quality management system complies with international and domestic food safety regulations. This enables suppliers to assure their customers that food has been produced, processed, prepared and handled according to the highest possible standards, at all levels of the supply chain.

Implementing the SQF-2000 Code

Implementing

2 Days – 1.4 CEUs

This course is designed to provide food safety professionals with detailed knowledge and understanding of the SQF Code. It enables personnel to be fully trained in how HACCP quality management systems are implemented, in addition to understanding how to perform effective internal audits of the SQF management system. The SQF system provides assurance and confidence to the customer that food produced, prepared and handled by the food supplier is of the highest possible standards.

SAI Global is proud to have earned a 98.9% customer satisfaction rating on training courses conducted in the United States and Canada.

GMA-SAFE New Auditor Training

Auditing

4 Days – 2.8 CEUs

Receive comprehensive training to become a certified GMA-SAFE auditor. Our practical exercises will teach you all of the policies and procedures necessary to take part in a GMA-SAFE assessment.

A certification exam is given on the last day.

What is GMA – SAFE?
Grocery Manufacturer's Association – Supplier Assessments for Food Excellence

Created by leading food industry quality assurance professionals and members of the Grocery Manufacturers Association, it offers the most comprehensive food protection evaluation available, consisting of six industry specific Assessments (Food Protection, Primary Packaging, Aseptic, Warehouse/ Distribution, Spice and Dairy) plus a shorter, but still thorough, SAFE Express Assessment.

GMA-SAFE Auditor Recalibration Training – BEST SELLER

Auditing

3 Hours - Webex session

GMA-SAFE auditors have the unique opportunity to take part in our online workshop to work through issues and challenges recognized by staff personnel during the previous year of reviews of SAFE Assessments. New services and computing platform information is shared and rehearsed. Scenarios with regards to how judgments are made are reviewed which helps the auditors within the GMA-SAFE program to make consistent calls with regards to judgments provided to food plants.

LEARNING PATHWAY FOR FOOD SAFETY TRAINING

UNDERSTANDING
INTRODUCTION TO THE BRC GLOBAL STANDARD FOR FOOD SAFETY ISSUE 5

IMPLEMENTING
HOW TO INTERPRET THE BRC GLOBAL STANDARD FOR FOOD SAFETY ISSUE

AUDITING
BRC INTERNAL AUDITOR

Can't spare time out for training?

Looking for a convenient solution?

Did you know SAI Global can provide expert training at your premises?

You Choose the date and location – we do the rest!

For more information about what SAI Global in-house Training can do for you:

Call 1800 374 3818
Email training.us@saiglobal.com
Visit www.saiglobal.com/training

NEED MORE INFORMATION? CONTACT OUR TRAINING EXPERTS AT 1800 374 3818

Certified System™

Show your commitment to Food Safety by registering your chosen Food Safety Management System through QMI-SAI Global. We can provide independent assessment, audit and registration services. QMI – SAI Global is the registrar of choice for over 24,000 companies worldwide, and our clients have consistently rewarded us with a satisfaction rating of 95% for three consecutive years in North America. Contact us at 1800 247 0802 to Request a Quote or for more information on our Registration services.

Note: Undertaking training in no way implies 'advantage' through, or guarantees successful outcomes from, any subsequent third party certification process – be it through QMI-SAI Global or any other Certification Body.

Aerospace: AS9100 – AS9110

The aerospace industry has a strong reputation for safety developed through decades of effort and based on stringent regulatory requirements, detailed processes from concept through manufacture and strict discipline in adherence to requirements. Our Lead Aerospace Industry Experts will provide you with the most up-to-date information and expertise to help you effectively understand, implement and audit your organization according to the relevant Aerospace Standard.

AS9100 Overview and Discussion

UNDERSTANDING

1 DAY – 0.7 CEUs

This is an ideal starting point for understanding and implementing the AS9100C Standard in your organization. One of our Lead Aerospace Industry Experts will provide a detailed discussion about the differences between AS9100 Rev B and AS 9100 Rev C and how your organization can transition to the latest standard.

Learn how AS9100 implementation can add value to your business and increase customer satisfaction.

RABQSA Certified AS9110 Aerospace Industry Specific Course

UNDERSTANDING

1 DAY – 0.8 CEUs

In this highly participative course, one of our Lead Aerospace Industry Experts will lead a detailed discussion on a variety of aerospace maintenance/repair/overhaul (MRO) topics cited in AS9104/3. Practical workshops and simulated situations are used to develop an understanding of the material. A one hour examination is conducted at the end of the course.

This course is certified by RABQSA International

RABQSA Certified AS9100 Aerospace Industry Specific Course – BEST SELLER

UNDERSTANDING

3 DAYS – 2.6 CEUs

This course is intended for a variety of audiences:

- the auditor who wants to become an Aerospace Experience Auditor (AEA) and does not have four years in the last ten years work experience in quality activities in the aerospace arena.
- Those who will lead the AS9100 certification or conformity effort in their company, and
- anyone who wants to obtain detailed information and a strong background in aerospace activities

This 26-hour (3-day) course is designed to meet the full requirements of AS9104/3, section A.3 (which replaced the requirements of AIR5493). It is a highly participative course which provides detailed discussion on a wide variety of aerospace topics. The training concentrates on the topics cited in AS9104/3, Table A1. Practical workshops and simulated situations are used to develop an understanding of the material. A one hour examination is conducted on the last day.

This course is certified by RABQSA International

"Many workers and managers in the aerospace arena struggle to differentiate between an AS9100 auditor, an Aerospace Experience Auditor (AEA) and an Aerospace Industry Experience Auditor (AIEA) and the requirements for achieving these levels of auditor. The release of the AS9104 trilogy changed the requirements regarding aerospace certification and the requirements to become qualified to audit in aerospace, which leads to questions. All our AS9100 and AS9110 courses address these questions, eliminating confusion and bringing clarity to the situation."

-- Ben Tuley, SAI Global Instructor and AS9100 Expert

RABQSA Certified AS9100 Aerospace Quality Management System Foundation – BEST SELLER

UNDERSTANDING

2 DAYS – 1.6 CEUs

The goal of this course is to help you review your current system, plan and accomplish change, understand the challenges associated with the AS9100, Rev. C standard and make the transition from AS9100 Rev B to AS 9100 Rev C in your organization. Auditors who have successfully completed a quality management system (ISO 9001 based) auditor training course approved by a training provider and need to meet the training requirement to become an AS9100 Aerospace Experienced Auditor (AEA) are encouraged to attend.

This course is certified by RABQSA International

RABQSA Certified AS9110 Aerospace Quality Management System Foundation

UNDERSTANDING

2 DAYS – 1.6 CEUs

This introduction will help your organization review its current system, plan and accomplish change, understand the challenges associated with the AS9110 standard and the actions needed to transition from the AS9110 Initial Release version to AS9110 Rev A. This course is taught to the most current revision of the AS9110 standard and is intended for auditors who have successfully completed an RABQSA International certified ISO 9001 based auditor course and need to meet the training requirement to become an AS9110 Aerospace Experienced Auditor (AEA).

This course is certified by RABQSA International

Internal Auditing with Specific Reference to the Aerospace Industry (AS9100) – BEST SELLER

AUDITING

3 DAYS – 2.1 CEUs

Receive concentrated and comprehensive internal auditor training according to the latest AS9100 C Standard. Using interactive workshops, simulated audits, tutorials and case studies, attendees will develop practical audit skills, improve evaluation and communication skills and refine reporting techniques. This course is intended for auditors who do not need to become an Aerospace Experience Auditor, but need training as an internal auditor. Great for experienced internal auditors that wish to improve their expertise and hone their skills.

RABQSA Certified AS9100 Aerospace Quality Management System Lead Auditor-BEST SELLER

UNDERSTANDING

5 DAYS – 4 CEUs

This highly participative course provides comprehensive instruction on auditing quality management systems for those who wish to audit in the aerospace arena. While the course concentrates primarily on external audits, such as third-party and supplier audits, the information is easily adaptable to internal audits. Practical workshops, case studies, and simulated assessments are used to practice new skills and techniques. The case studies simulate an actual audit and require interaction among the audit teams established within the class. A course examination is conducted on the last day.

This course is certified by RABQSA International

RABQSA Certified AS9110 Aerospace Quality Management System Lead Auditor

AUDITING

5 DAYS – 3.6 CEUs

Receive concentrated and comprehensive lead auditor training according to most current version of the AS9110 standard. While the course concentrates primarily on external audits, such as third-party and supplier audits, the information is easily adaptable to internal audits. Practical workshops, case studies, and simulated assessments are used to practice new skills and techniques. A two hour written examination is conducted at the end of the course.

This course is certified by RABQSA International

COMING SOON Aerospace Sanctioned Training Course

GENERAL REQUIREMENTS FOR TRANSITIONING TO AS9100C, AS9110A AND AS9120A :

The International Aerospace Quality Group (IAQG) has set several basic requirements before certifications to 2009 versions of the aerospace standards can be issued:

- Auditors must be trained on the new requirements
- The revised AS9101 checklist must be used
- The requirements of AS9104/1 (which addresses certification requirements in aerospace) must be used. This document is being revised and will be re-balloted. An estimated date of approval is unknown.

AUDITOR TRANSITION – SANCTIONED TRAINING

Aerospace Experience Auditors (AEA/AIEA) will need to complete special training called sanctioned training. The IAQG Other Party Management Team (OPMT) is having one organization develop the sanctioned training material which will be made available to all training providers when ready. Training providers will be trained and will all have to use the same material to provide the sanctioned training to auditors. SAI Global will begin providing the sanctioned training sessions as soon as possible once the material is available.

Contact us at 1800 374 3818 to Express your Interest and Reserve your seat in advance for this course. Additional Information and full description for this course will be posted as soon as it becomes available.

Learning Pathway for Aerospace Management Training

UNDERSTANDING

RABQSA CERTIFIED AS9100 AEROSPACE QUALITY MANAGEMENT SYSTEM FOUNDATION

OR

RABQSA CERTIFIED AS9110 AEROSPACE QUALITY MANAGEMENT SYSTEM FOUNDATION COURSE

AUDITING

RABQSA CERTIFIED AS9100 AEROSPACE QUALITY MANAGEMENT SYSTEM LEAD AUDITOR

OR

RABQSA CERTIFIED AS9110 AEROSPACE QUALITY MANAGEMENT SYSTEM LEAD AUDITOR

FOR DATES, VENUE, AND PRICING INFORMATION VIEW OUR ONLINE TRAINING CALENDAR OR CALL 1800 374 3818

Certified System™

Show your commitment to Quality by registering your chosen Aerospace Management System through QMI-SAI Global. We can provide independent assessment, audit and registration services. QMI – SAI Global is the registrar of choice for over 24,000 companies worldwide, and our clients have consistently rewarded us with a satisfaction rating of 95% for three consecutive years in North America. Contact us at 1800 247 0802 to Request a Quote or for more information on our Registration services.

Note: Undertaking training in no way implies 'advantage' through, or guarantees successful outcomes from, any subsequent third party certification process – be it through QMI-SAI Global or any other Certification Body.

ENVIRONMENTAL MANAGEMENT

An Environmental Management System (EMS) provides a practical framework for organizations to manage potential and existing environmental risks. Easily integrated into your existing business management structure, an effective EMS can help you manage environmental risk, satisfy needs of stakeholders, optimize quality, sustain performance and lower costs.

ISO 14001 Overview

Understanding

1 Day – 0.7 CEUs

Gain a thorough understanding of the critical business issues related to ISO 14001 and EMS registration. Experienced specialists lead the session, providing you insight and up-to-date information on the emerging standards and business issues related to their use. A global perspective helps you understand the potential business and economic impacts of ISO 14001. This is a great preparatory course for implementing and auditing ISO 14001 courses.

ISO 14001 Overview (eLearning)

Understanding

2 Hours – 0.2 CEUs

This online interactive training module is great for training large groups of employees interested in registering for an auditing class. Learn about the background, requirements and benefits of implementing an environmental management system. A short quiz at the end of the training is used to assess your skills and certifies completion of the course.

VISIT WWW.SAILEARN.COM FOR MORE INFORMATION

Implementing an ISO 14001 Environmental Management System

Understanding

2 Days – 1.4 CEUs

Apply the ISO 14001 requirements to implement a cohesive EMS and improve business operations in your organization with this course. Our Lead Environmental Management Experts present real-life examples plus a highly interactive case study that helps you develop a thorough understanding of the concepts used in ISO 14001 and provides an opportunity to practice applying ISO 14001. You will also learn how to build on existing systems to create an effective management system at your organization.

Implementing an EH&S Management System (ISO 14001/OHSAS 18001) – BEST SELLER

Implementing

3 Days – 2.1 CEUs

Reduce the cost of maintaining two independent programs and learn how you can create an integrated environmental, health and safety management system at your organization.

The instructor will help you prepare the integrated requirements in the class. A case study is used to show how to develop the process focus using hierarchical process maps and how to develop employee-driven action plans to meet your commitments to continual improvement and prevention in the integrated management system.

A number of companies have already successfully registered their integrated programs.

EMS Internal Auditing

Auditing

3 Days – 2.1 CEUs

Learn how to prepare for, conduct, and report on an EMS audit against the ISO 14001 standard. Through workshops, discussions, and role-plays, you will learn how to develop an effective audit program, establish or improve an internal audit system, and use internal audits for the greatest business benefit. Instructors are experienced EMS auditors, many of whom have conducted ISO 14001 registration audits for registrars. An exam is administered at the end of the course.

EMS Internal Auditing (2 Days)

Auditing

2 Days – 1.4 CEUs

Build on your basic knowledge and skills needed to audit an environmental management system against the ISO 14001 standard at your organization. Experience a value-added approach to gaining and practicing the critical knowledge and skills needed to effectively prepare for, conduct, and report on EMS internal audits.

> "The instructor was extremely knowledgeable about EMS. His delivery was terrific and helped me understand the differences between QMS and EMS. The class helped me recognize some critical areas where my organization needs to focus before we begin implementation of an EMS."- ISO Coordinator, Solectron Global Services

RABQSA ISO 14001 (EMS) Lead Auditor – BEST SELLER

Auditing

5 Days – 3.6 CEUs

Receive concentrated and comprehensive training following the basic steps of an EMS audit. Learn auditing processes and procedures using the Guidelines for Quality and/or Environmental Management Systems Auditing (ISO 19011:2002) standard, as well as the ISO 14001 standard. This training provides insights into external audits, such as third-party registrars and supplier audits and also includes key concepts that can be applied within your own internal audit program.

With this course you will attain three sets of defined competencies: auditing skills, environmental management system and team leader skills.

Competency-based exercises are conducted throughout the course, and a final written examination is administered on the last day of training.

This course is certified by RABQSA International

REGISTER ONLINE - FOR DATES, VENUES, AND PRICING INFORMATION VISIT www.saiglobal.com/training

Integrated Quality and Environmental Management Systems Internal Auditor

Auditing

3 Days – 2.1 CEUs

Through workshops, discussions, and role playing, you will prepare for, conduct, and report on an integrated audit against the ISO 14001 and ISO 9001 standards.

You will also learn how to develop an effective integrated audit program, establish or improve an integrated audit system using the existing EMS or QMS internal audit system, and plan and conduct balanced integrated audits.

EMS Auditor Training Course for QMS-Experienced Auditors

Auditing

3 Days – 2.4 CEUs

This is an ideal course for experienced auditors whose organizations are moving towards performing integrated systems audits. Learn the principles and requirements needed to perform a comprehensive assessment of environmental management systems as it relates to the ISO 14000 series of standards.

About ISO 14001

ISO 14001 is an International Standard forming part of the **ISO 14000** series of Standards. It deals with Environmental Management Systems (EMS) and provides the requirements and management tools necessary to enable your organization to identify, understand and control the environmental impact of its activities, products or services and promote compliance requirements within your organization.

e-Stewards Auditor Certification Training
NEW COURSE for 14001 Certified Auditors!

Auditing

3 Days – 2.1 CEUs

This certification will provide the highest level of assurance to verify that an E-waste recycler, processor, or refurbisher meets the world's most responsible environmental and social justice criteria for electronics recycling.

This training will ensure that you have the skills and qualifications necessary to audit the requirements of the standard.

Prerequisites apply.

CONTACT US AT 1800 374 3818 FOR MORE INFORMATION ON THIS NEW COURSE FOR ISO 14001 CERTIFIED AUDITORS

e-Stewards Internal Auditor Certification Training
NEW COURSE!

3 Days – 2.1 CEUs

Beginning 2010, accredited certifying bodies will independently assure conformity to the new e-Stewards Standard. All e-Stewards will be certified to both ISO 14001 and the industry-specific performance requirements in a single annual audit. The e-Stewards certification program will provide the highest level of assurance to verify that an e-waste recycler, processor, or refurbisher meets the world's most responsible environmental and social justice criteria for electronics recycling. This training is provided for internal auditors seeking to assess performance against the e-Stewards requirements, and also for 2nd party auditors seeking to assess a service provider's readiness to be certified to the e-Stewards Standard

Prerequisites apply.

CONTACT US AT 1800 374 3818 FOR MORE INFORMATION ON THIS NEW COURSE FOR ISO 14001 CERTIFIED AUDITORS

Learning Pathway for Environmental Management System Training

UNDERSTANDING

ISO 14001 ENVIRONMENTAL MANAGEMENT SYSTEM OVERVIEW

IMPLEMENTING

IMPLEMENTING AN ISO 14001 ENVIRONMENTAL MANAGEMENT SYSTEM

AUDITING

RABQSA CERTIFIED ISO 14001 (EMS) LEAD AUDITOR

COURSES ARE ALSO AVAILABLE INHOUSE. CALL 1800 374 3818 TO REQUEST A QUOTE

FOR DATES, VENUE, AND PRICING INFORMATION VIEW OUR ONLINE TRAINING CALENDAR OR CALL 1800 374 3818

Certified System™

Show your commitment to Environment by registering your chosen Environmental Management System through QMI-SAI Global. We can provide independent assessment, audit and registration services. QMI – SAI Global is the registrar of choice for over 24,000 companies worldwide, and our clients have consistently rewarded us with a satisfaction rating of 95% for three consecutive years in North America. Contact us at 1800 247 0802 to Request a Quote or for more information on our Registration services.

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NEW! e-STEWARDS STANDARD AND CERTIFICATION PROGRAMS

THE E-STEWARDS® STANDARD

The e-Stewards® Standard for Responsible Recycling and Reuse of Electronic Equipment was established by the Basel Action Network (BAN) in partnership with leaders in the recycling industry.

The purpose is to provide appropriately rigorous, yet practical operational criteria for globally responsible recycling and refurbishing of electronic equipment.

The standard builds on ISO 14001-2004© as a platform, and also integrates:

- Occupational health and safety
- Social accountability
- Media sanitization
- Export and disposal restrictions
- Chain of custody accountability
- Reporting criteria

The result is the most comprehensive standard in the world addressing the specific concerns of the e-waste recycling and refurbishment industries.

WHY IS THIS STANDARD NECESSARY?

The social and environmental impacts that result from this waste stream are significant.

Toxic waste stream
This complex waste stream contains many toxins, such as lead, mercury, cadmium, and brominated flame retardants.

Impact on developing countries
Export of this waste to developing countries is a common practice, and causes significant harm.

Data security concerns
Data in the memory devices of electronic equipment is sensitive. It is essential that electronics recycling ensures that data security and privacy requirements are managed responsibly.

WHY IS THE CERTIFICATION PROGRAM IMPORTANT?

The certification program is important because it provides a mechanism for:

- Reducing the export of e-waste
- Enabling consumers to choose globally responsible e-Stewards
- Protecting data security and privacy
- Providing e-Stewards with a system for assuring customers that they are operating in an environmentally and socially responsible manner
- Providing e-Stewards Enterprises with a system for assuring customers that their supply chains are functioning in an environmentally and socially responsible manner

This certification will provide the highest level of assurance available to verify that an electronics recycler or asset recovery company meets the world's most responsible environmental and social justice criteria for electronics recycling.

WHO CAN BECOME AN E-STEWARD?

The e-Stewards Standard has been designed to serve recyclers, refurbishers, asset managers, processors, refiners, and re-deployment companies. e-Stewards certification is not available to companies who only collect, broker, or transport electronic waste.

WHO CAN BECOME AN E-STEWARDS ENTERPRISE?

Corporations, universities and school districts, local and state governments, and other large organizations can become an e-Stewards Enterprise if they commit to making best efforts to always use e-Stewards recyclers and report annually on e-recycling activities.

ASSURING CONFIDENCE

The accredited certification program has been developed with leaders in the recycling and asset recovery industry, environmental and health and safety professionals, and the accredited certification industry.

ANSI-ASQ National Accreditation Board (ANAB) provides oversight of the independent e-Stewards Certification Bodies (CBs), who in turn assure a recycler's conformity to the Standard.

CBs must continually demonstrate to ANAB that they operate in accordance to the following requirements:

- The e-Stewards Standard, including the specific requirements described in Appendix B for certification bodies
- ISO 17021© Conformity assessment – Requirements for bodies providing audit and certification of management systems

WHO CAN CERTIFY AN E-STEWARDS SYSTEM?

Only recognized certification bodies can provide e-Stewards certification. The use of the e-Stewards name and logo is controlled by a licensing agreement owned by BAN and will only be granted to entities that are e-Stewards certified.

No unaccredited certifications or claims of system conformity are permitted.

All e-Stewards will be certified to ISO 14001 and industry specific requirements. Certification to the program requires an annual independent audit.

NEED MORE INFORMATION? CONTACT OUR TRAINING EXPERTS AT 1800 374 3818

NEW! e-STEWARDS STANDARD AND CERTIFICATION PROGRAMS

NEW! THE E-STEWARDS AUDITOR CERTIFICATION TRAINING PROGRAM

… is provided for ISO 14001 Auditors to become qualified to conduct e-Stewards Certification audits for a recognized e-Stewards Certification Body.

This training has been designed to provide attendees with the tools and knowledge necessary to understand:

- Why e-waste is a problematic waste stream
- Principles of the Basel Convention
- Evolution of e-Stewards Program
- Characteristics of the e-waste industry
- Structure and scope of the standard and its interaction with ISO 14001
- Practicalities of auditing to the e-Stewards Standard
- Unique requirements for auditing to the e-Stewards Standard
- Special requirements for registration of an e-Steward

This training is focused on the requirements of the standard and the related auditing and certification requirements of CBs.

This training, currently provided solely by SAI Global, is a requirement for all e-Stewards auditors.

TARGET AUDIENCE

The e-Stewards Auditor Certification Training Program is designed for:

- Certification Bodies (CBs)
- Auditors working for ANAB accredited e-Stewards CBs
- ANAB Auditors.

NEW! THE E-STEWARDS INTERNAL AUDITOR TRAINING PROGRAM

… is provided for internal auditors seeking to assess performance against the e-Stewards requirements, and also for 2nd party auditors seeking to assess a service provider's readiness to be certified to the e-Stewards Standard.

This training has been designed to provide attendees the tools and knowledge necessary to understand:

- Why e-waste is a problematic waste stream
- Principles of the Basel Convention
- Evolution of e-Stewards program
- Characteristics of the e-waste industry
- Structure and scope of the standard and its interaction with ISO 14001
- Practicalities of auditing to the e-Stewards Standard
- How to conduct an internal audit that will enhance an organization's e-Stewards program
- How to use the audit process to prepare for certification.

This training is focused on the requirements of the standard and the internal audit process.

TARGET AUDIENCE

The e-Stewards Internal Auditor Training is designed for:

- e-Stewards Internal auditors
- e-Stewards Enterprise 2nd Party auditors
- Companies wishing to train their auditors to assure the conformity of their suppliers to the requirements of e-Stewards Standard.

Note: Only an accredited e-Stewards Certification Body can make claims of conformity or use the e-Stewards logo, unless a license is obtained

WHAT ARE THE PREREQUISITES?

Auditor Certification Training
Participants must be qualified ISO 14001 auditors, as well as have knowledge of the electronics recycling industry.

Internal Auditor Training
Participants should have a strong working knowledge of auditing to ISO 14001, and it is highly recommended that they have completed the ISO 14001 Internal auditor and/or Lead Auditor Certificate Course.

WHAT ARE THE BENEFITS?

Participants will be provided with the tools and knowledge necessary to audit the specific performance requirements contained in the e-Stewards Standard. Auditors attending the Certification Training will satisfy one prerequisite for qualification to audit to the e-Stewards Standard.

Participants will also get to share the experiences of other participants in this highly interactive and well-received training program.

NEED MORE INFORMATION?

e-Stewards auditor training programs
Contact SAI Global at 1 800 374 3818
training.us@saiglobal.com
www.saiglobal.com/training

The e-Stewards Initiative
Contact BAN at 206 652 5555
inform@ban.org
www.e-stewards.org or www.ban.org

ANAB accreditation
Contact ANAB at 1 800 606 5394
anab@anab.org
www.anab.org

NEED MORE INFORMATION? CONTACT OUR TRAINING EXPERTS AT 1800 374 3818

OCCUPATIONAL HEALTH & SAFETY

Whether you want to learn how to implement, audit or integrate an Occupational Health and Safety (OHS) Management System, or understand your responsibilities towards OHS issues and Standards, the following courses allow you to create a safe, secure and well-managed workplace.

OHSAS 18001:2007 Management System Overview

Understanding

1 Day – 0.7 CEUs

Discover how creating a safe and healthy work environment can benefit your organization. SAI Global's OHSAS Industry Expert will lead the session providing you insight and up-to-date information on the standard requirements. A perfect introduction if you are involved in the development or maintenance of an OHS management system in your organization.

Implementing an EH&S Management System (ISO 14001/ OHSAS 18001)

Implementing

3 Days – 2.1 CEUs

Let SAI Global's OHSAS Industry Expert help you create an integrated environment, health and safety management system. By linking the elements of both the ISO 14001 and OHSAS 18001 requirements, you can reduce the cost of maintaining two independent programs at your organization. Join the number of companies that have already successfully registered their integrated programs!

RABQSA Certified Occupational Health and Safety Management System Lead Auditor

Auditing

5 Days – 3.6 CEUs

Receive concentrated and comprehensive training in the theory and practice of OHSAS auditing. Gain a practical understanding of the responsibilities of an OHSAS Lead Auditor and the techniques and methodologies required to effectively audit an OHSAS management system.

Attendees who successfully complete this course will receive three RABQSA units of competency: auditing skills, team leader skills, and occupational health and safety management systems.

This course is certified by RABQSA International

An OHSAS Management System provides a framework that allows organizations to identify and control its health and safety risks, reduce the potential for accidents and provide a safe work environment. OHSAS 18001 is the internationally recognized specifcation for occupational health and safety management systems. SAI Global has been providing training and undertaking assessments against the requirements of OHSAS since the first version was released in 1999.

Integrated Management System Auditor Training (ISO 9001, ISO 14001, OHSAS 18001)

Auditing

3 Days – 2.1 CEUs

Learn how to prepare for, conduct, and report on an integrated audit against the ISO 14001, ISO 9001 and OHSAS 18001 standards. Through workshops, discussions, and role plays, you will be able to develop an effective integrated audit program, establish or improve an integrated audit system using the existing (independent) internal audit systems, and plan and conduct balanced integrated audits.

Prior training and/or experience in QMS, EMS or OHSAS auditing is recommended

Learning Pathway for OHSAS Management System Training

UNDERSTANDING

OHSAS 18001:2007 OH&S MANAGEMENT SYSTEM OVERVIEW

IMPLEMENTING

IMPLEMENTING AN EH&S MANAGEMENT SYSTEM (ISO 14001/ OHSAS 18001)

AUDITING

RABQSA CERTIFIED OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM LEAD AUDITOR COURSE

Certified System™

Show your commitment to Safety by registering your chosen Occupational Health & Safety Management System through QMI-SAI Global. We can provide independent assessment, audit and registration services. QMI – SAI Global is the registrar of choice for over 24,000 companies worldwide, and our clients have consistently rewarded us with a satisfaction rating of 95% for three consecutive years in North America. Contact us at 1800 247 0802 to Request a Quote or for more information on our Registration services.

Note: Undertaking training in no way implies 'advantage' through, or guarantees successful outcomes from, any subsequent third party certification process – be it through QMI-SAI Global or any other Certification Body.

Medical Device – ISO 13485 Pharmaceutical – FDA Regulations and Quality Management

In today's business climate, good governance, corporate responsibility and effective risk management are business critical. Medical device manufacturing, medical service and Pharmaceutical companies have additional concerns; not the least of which is the need to demonstrate compliance to multiple national regulatory requirements as a prerequisite to market entry.

Understanding and Implementing the ISO 13485 Standard
BEST SELLER

UNDERSTANDING

2 DAYS – 1.4 CEUS

This intense analysis will guide your company toward reviewing current processes and systems, planning for change, and understanding the challenges and benefits of meeting/certifying to ISO 13485. An excellent introductory course to help you understand the standard and how it can add value to your organization.

Executive Overview (Medical Device & Pharmaceutical) – (INHOUSE ONLY)

UNDERSTANDING

1 DAY – 0.7 CEUS

One of our Lead Medical Device Industry Experts will provide senior-level management with a highly personalized training session designed to help them understand the domestic and international regulations faced by medical device, pharmaceutical and biotech industries. Participants will also learn how to maintain compliance while achieving business improvement and performance goals. Course is only offered at your location.

Medical Device manufacturers that wish to export their products to Europe, Canada, Australia, New Zealand and Japan are required by their country's regulatory body to implement an ISO 13485 international quality management system to ensure that their product can be made consistently and according to various requirements nationally and internationally.

An Overview of the Electronic Records and Signature Rule – 21 CFR Part 11

UNDERSTANDING

1 DAY – 0.7 CEU

This course discusses why Title 21 of Code of Federal Regulations Part 11, or "21 CFR Part 11" was developed, the evolution of the regulations, the role Part 11 plays in the adherence to other sections of 21 CFR, and explores the impact of compliance for your organization.

Understanding 21 CFR 210 and 211

UNDERSTANDING

2 DAYS – 1.4 CEUs

Receive a detailed introduction about cGMPs (current Good Manufacturing Practices) as defined by 21 CFR part 210 and 211 and how it can positively affect your organization. Through the course, you will learn how to implement the cGMPs in your organization, how to optimize their benefits and meet regulations.

Additionally, the class will review the current thinking of the FDA regarding Quality Systems approach to Pharmaceutical Industry.

SAI Global delivers tailored and practical solutions to guide pharmaceutical companies in effectively applying and complying with the FDA cGMPs (21 CFR Parts 210, 211), ISO 9001 standards, Process Analytical Technologies (PAT) and the ICH guidance documents.

Understanding FDA Regulations for Combination Products

UNDERSTANDING

2 DAYS – 1.4 CEUs

Gain the information needed to meet the required regulations for medical products that are a combination device/drug. Learn how to deal with the differing requirements between 21 CFR 820 and 21 CFR 210/211 and still have a practical Quality Management System. With this course you will gain a thorough understanding of what is required for devices and drugs through analysis of the FDA requirements specified in 21 CFR 820 and 21 CFR 210/211 and related CFRs as applicable.

FOR DATES, VENUE, AND PRICING INFORMATION VIEW OUR ONLINE TRAINING CALENDAR OR CALL 1800 374 3818

Risk Management/Risk Analysis for Medical Devices

IMPLEMENTING

2 DAYS – 1.4 CEUs

This course will enable you to fully understand Risk Management, required by ISO 13485:2003 and defined in ISO 14971:2007 as well as Risk Analysis, required by the FDA per 21 CFR 820 and how they apply to medical devices.

Using workshops, examples, hypothetical devices or actual company devices, and interactive discussions, you will be able to apply the principles of risk analysis to medical devices. There is an exam which is administered and reviewed in class.

SAI Global is proud to have earned a 98.9% customer satisfaction rating on training courses conducted in the United States and Canada.

Design Control for the Medical Device Industry

IMPLEMENTING

2 DAYS – 1.4 CEUs

Meet the required regulations driven by ISO 9001:2008, ISO 13485:2003, QSR (21 CFR 820) and the European Medical Device Directives in your organization. Learn how to deal with the cultural and business issues that impact Design Control activities. You will gain a thorough understanding of: the need for Design Control; similarities and differences between ISO 9001, ISO 13485, and QSR; documentation and required records; how to establish a simple model for new product design development; technical file and risk management (referencing ISO 14971:2007); and what inspectional strategies are used by the FDA.

Effective Corrective and Preventive Action for FDA Regulated Industries

IMPLEMENTING

2 DAYS – 1.4 CEUs

Implement a Corrective and Preventive Action program at your organization with this course. Our Lead Medical Device Expert will help you gain a thorough understanding of not only what Corrective Action is, but also the difference between what the FDA requires for CAPA and what ISO 13485:2003 and ISO 9001:2008 require for Corrective Action as well as the separate and distinct process of Preventive Action.

Through numerous examples, workshops, class interaction and instructor-led discussions, you will be given exciting and challenging tasks to understand and apply effective Corrective actions and Preventive actions.

Quality System Regulation (QSR) for the Medical Device Industry

IMPLEMENTING

2 DAYS – 1.4 CEUs

This course is designed to give you the most updated information on the FDA requirements for the QSR (Quality System Regulation) as defined by 21 CFR Part 820 and product safety. Presentations, workshops and interactive discussions are used throughout the sessions to demonstrate how these regulations affect you and your business.

Incorporating Supplier Quality Management Techniques in FDA Regulated Businesses

IMPLEMENTING

2 DAYS – 1.4 CEUs

Achieve compliance and maximize supply chain performance at your organization.

Learn the methodologies needed to successfully implement a quality management process (including supplier assessment, audit and evaluation) that integrates supplier chain management with FDA Quality System Regulation (QSR: 21 CFR 820) and ISO 13485:2003 as well as ISO 9001:2008. Find out which types of quality systems improve the customer/supplier infrastructure and boost overall business results. Case studies, workshops and interactive discussions used throughout the course allow you to assess the effectiveness of your organization's current supplier management, supplier assessment and audit programs.

" It was easy to tell the instructor enjoys her subject and has a deep understanding of the standard and of auditing in general. She held my attention throughout the four days and took the time to answer all our questions. I also very much enjoyed her many stories of real-life audit situations. I came away from the class not only with a much better understanding of the standard, but also picked up many tips on being a better auditor, and on being a better teacher/presenter. I also thought the heavy focus on workshops to be an excellent format".

- Director of Quality Orion Systems, Inc

Understanding & Implementing Quality Systems for the Pharmaceutical Industry

IMPLEMENTING

2 DAYS – 1.4 CEUs

Stay up to date with all the current regulations for drug manufacturers, cGMP, 21 CFR 210/211, and the current thinking of the FDA on how the drug industry should manage quality. This course will also show you how to implement and maintain a quality system that will help your company manage risks and introduce and maintain quality drug products in the marketplace.

Internal Auditor Training for FDA Regulated Industries (ISO 13485 and ISO 9001)

AUDITING

2 DAYS – 1.4 CEUs

Receive comprehensive training to effectively perform a comprehensive quality system audit that complies with ISO 13485:2003, ISO 9001:2008 and regulatory requirements. Using interactive workshops, simulated audits, tutorials and case studies, you will develop practical audit skills, improve your evaluation and communication skills, refine your reporting skills and increase your ability to implement corrective action programs.

RABQSA Certified FDA Regulated Industries Lead Auditor (ISO 9001 and ISO 13485)

AUDITING

5 DAYS – 3.6 CEUs

This highly participative course will provide you with comprehensive instruction on auditing quality management systems. Reference is made to the international guide on quality systems auditing (ISO 19011), as well as to the ISO 13485 and ISO 9001 standards. Although the training concentrates primarily on external audits (third-party audits), the material also applies to internal audits.

This course is certified by RABQSA International

VIEW OUR ONLINE TRAINING CALENDAR FOR UPCOMING COURSE DATES & LOCATIONS.

QUALITY MANAGEMENT

An ISO 9001 Quality Management System (QMS) offers a comprehensive framework on which to build processes that help ensure key business objectives are achieved. Learn to document, implement or audit a QMS across any industry, from manufacturing to professional service organizations.

ISO 9001 Essentials for Everyone (eLearning)

Understanding

1 Hour – 0.1 CEUs

This online interactive training module is great for training large groups of employees interested in registering to the ISO 9001 standard. Learn how to execute and demonstrate a repeatable process, identify and report opportunities to improve business performance, and contribute to process improvement all within the context of ISO 9001. A short quiz at the end of the training is used to assess your skills and certifies completion of the course.

VISIT WWW.SAILEARN.COM FOR MORE INFORMATION OR TO REGISTER

Quality and Process Improvement Concepts (eLearning)

Understanding

2 Hours – 0.2 CEUs

Gain knowledge of the fundamental concepts of continual improvement, problem solving and customer satisfaction with this interactive training program. Learn effective tools and techniques to solve all forms of problems throughout your organization. A short quiz at the end of the training is used to assess your skills and certifies completion of the course.

VISIT WWW.SAILEARN.COM FOR MORE INFORMATION

" ISO 9001 Standard's relevance and value is evidenced further by specific industries as it is the basis for multiple industry specific standards including AS 9100 for Aerospace, ISO 13485 for Medical Device and TL 9000 for the Telecommunications Industry. "

Understanding and Implementing ISO 9001:2008 – Executive Overview – BEST SELLER

Implementing

1 Day – 0.7 CEUs

This course is an ideal starting point for senior management to gain an understanding and appreciation of the standard and the benefits of implementation. You will review the requirements and gain an understanding of the significance of the changes between the 2000 and 2008 versions. Additionally, you will be able to identify the key activities needed to successfully plan for implementation, and consider the 'return on investment' opportunities.

ISO 9001:2008 has received international recognition and over one million certificates have been issued worldwide. An ISO 9001 compliant QMS can help you improve products and services, and enhance efficiency, productivity, staff morale and customer satisfaction.

COURSES ARE ALSO AVAILABLE INHOUSE. CALL 1800 374 3818 TO REQUEST A QUOTE

Understanding the ISO 9001 Process Approach to Implementation

Implementing

2 Days – 1.4 CEUs

Update your organization's quality management system with the latest version of the ISO 9001 standard. This course is an ideal starting point toward understanding the direction in which the latest version of the ISO 9001 standard and associated documents are moving, giving you insight into the reasons behind the changes. Leverage your current system, plan for change, and understand the challenges associated with the latest version of the international standard.

Effectively Documenting Your Management System to ISO 9001

Implementing

2 Days – 1.4 CEUs

Discover how integrated and well written procedural documents can help management stipulate best practice methods for all business activities. In this course you will assess your organization's existing documentation in order to determine gaps, identify opportunities for reducing and streamlining existing documentation and assess different types of software generated documentation.

Internal Auditor Training (eLearning)

Understanding / Auditing

5 Hours – 0.5 CEUs

This online internal auditing course is designed to increase your understanding of auditing techniques. Develop practical audit skills, improve your evaluation and communication techniques, refine your reporting skills and increase your ability to implement corrective action programs. A short quiz at the end of the training is used to assess your skills and certifies completion of the course.

VISIT WWW.SAILEARN.COM FOR MORE INFORMATION

Certified System™

Show your commitment to Quality by registering your chosen Quality Management System through QMI-SAI Global. We can provide independent assessment, audit and registration services. QMI – SAI Global is the registrar of choice for over 24,000 companies worldwide, and our clients have consistently rewarded us with a satisfaction rating of 95% for three consecutive years in North America. Contact us at 1800 247 0802 to Request a Quote or for more information on our Registration services.

Note: Undertaking training in no way implies 'advantage' through, or guarantees successful outcomes from, any subsequent third party certification process – be it through QMI-SAI Global or any other Certification Body.

RABQSA Certified ISO 9001 Competency Based Lead Auditor – BEST SELLER

Auditing

5 days – 3.6 CEUs

Gain a practical understanding of the responsibilities of a quality auditor, and the techniques used to effectively audit a quality management system. The training provides insights into external audits, such as third-party registrars and supplier audits and also includes key concepts that can be applied within your own internal audit program.

With this course you will attain three sets of defined competencies: auditing skills, quality management systems, and team leader skills.

Knowledge of the current published version of ISO 9001 is required prior to attending this course.

This course is certified by RABQSA International

RABQSA Certified ISO 9001 (QMS) Competency Based Internal Auditor Training – BEST SELLER

Auditing

3 Days – 2.1 CEUs

This training follows the basic steps of a QMS audit, from Preparation and Evaluation, to Reporting and Corrective Action. Practical workshops, a case study, and simulated audits are used to practice new skills and techniques. Competency-based exercises are conducted throughout the course and a final written examination is undertaken on the third day of training.

With this course you will attain two sets of defined competencies: auditing skills and quality management systems.

This course is certified by RABQSA International

Internal Auditing for ISO 9001

Auditing

2 Days – 1.4 CEUs

Develop and practice effective internal auditing techniques in this interactive training course. Using practical workshops, simulated audits, tutorials and case studies, you will develop practical audit skills, improve your evaluation and communication skills, refine your reporting skills and increase your ability to effectively assess corrective action programs.

> "Considering that my organization is in the process of becoming ISO 9001 certified, the knowledge shared at this workshop will be beneficial to both myself and my organization. I would strongly recommend this course to others."
>
> – Information Officer, Saint Lucia Bureau of Standards

Integrated Quality and Environmental Management Systems Internal Auditor

Auditing

3 Days – 2.1 CEUs

This highly interactive course, complete with workshops, discussions, and role playing, will allow you to prepare, conduct and report on an integrated audit against the ISO 14001 and ISO 9001 standards.

Our Course instructors are experienced EMS/QMS auditors that will help you develop, improve and plan an effective integrated audit system for your organization.

Process Based Auditing for Business Improvement

Auditing

2 Days – 1.4 CEUs

Improve, refine and refresh existing auditing skills and increase audit effectiveness at your organization. Prevent audits from becoming merely a bureaucratic procedure and learn how effective use of audits can add value to your business and improve processes.

Management System Lead Auditor Course with Specific Reference to ISO/IEC 17024 (INHOUSE ONLY)

Auditing

5 Days

Learn the basic steps of a Management System audit, from Preparation and Evaluation, to Reporting and Corrective Action. You will learn auditing processes and procedures using the ISO/IEC 17024 auditing standard as a basis. This training concentrates primarily on external audits, such as supplier and third-party audits. Class discussions, practical workshops, case studies and simulated audits are used to provide an interactive environment, allowing you to practice the skills needed to conduct Management System audits.

Integrated Management System Auditor Training (ISO 9001, ISO 14001, OHSAS 18001)

Auditing

3 Days – 2.1 CEUs

Learn how to prepare for, conduct, and report on an integrated audit against the ISO 14001, ISO 9001 and OHSAS 18001 standards. Through workshops, discussions, and role plays, you will be able to develop an effective integrated audit program, establish or improve an integrated audit system using the existing (independent) internal audit systems, and plan and conduct balanced integrated audits.

Prior training and/or experience in QMS, EMS or OHSAS auditing is recommended

Learning Pathway for Quality Management Training

UNDERSTANDING

ISO 9001 ESSENTIALS FOR EVERYONE E-LEARNING

IMPLEMENTING

UNDERSTANDING THE ISO 9001 PROCESS APPROACH TO IMPLEMENTATION

OR

EFFECTIVELY DOCUMENTING YOUR MANAGEMENT SYSTEM TO ISO 9001

AUDITING

RABQSA CERTIFIED ISO 9001 COMPETENCY BASED LEAD AUDITOR

OR

RABQSA CERTIFIED ISO 9001 (QMS) COMPETENCY BASED INTERNAL AUDITOR TRAINING

REGISTER ONLINE - FOR DATES, VENUES, AND PRICING INFORMATION VISIT www.saiglobal.com/training

FREE DOWNLOADS & RESOURCE LIBRARY

SAI Global provides a wealth of information to our clients. Our Product Managers and Training Experts regularly provide their insights through Whitepapers, Case studies and Webinars for our customers to help them advance and achieve business excellence. These resources also provide insight into SAI Global's capabilities. We have a range of up-to-date information covering a wide range of topics and information which is provided free of charge on our website.

WHITEPAPERS + PRESENTATIONS + WEBINARS

GENERAL
- Improving and Conducting Effective Management Reviews
- Sample Management Review Checklist
- Internal Auditing: Optimizing the Process
- Why Quality is Important in Tough Economic Times
- Root Cause Analysis and Effective Corrective Actions: The Basics
- Process Mapping Methodology

FOOD SAFETY
- GFSI Food Safety Standards Article
- BRC Global Food Safety Standard and Certification
  Global Food Safety Standards - Overview and Comparison of HACCP Based Standards
- ISO 22000: Management System Approach to Food Safety
- Organic Certification - Enhancing your Market Advantage by Meeting Industry Standards

MEDICAL DEVICE/ PHARMACEUTICALS / FDA
- FDA Medical Device Quality System Regulation (QSR) 21 CFR Part 820
- FDA Current Good Manufacturing Practice (CGMP) 21 CFR Part 210 and 211

ISO 14001
- How Your Organization's Commitment to EMS Implementation Can Drive Continual Improvement Throughout Your Organization

ISO 9001
- ISO 9001:2008 Overview
- ISO 9001:2008 Amendment Summary
- ISO for Profit: Beyond Registration
- ISO 9001:2008 - Revision Update

OCCUPATIONAL HEALTH AND SAFETY
- Making the Business Case for Health and Safety
- The impact of the new OHSAS 18001:2007

SIX SIGMA & LEAN
- So, Just What Does "Six Sigma" Mean?
- Six Sigma Quiz
- Secret Sigma Business
- How Lean Improves Your Performance
- Integrating Lean Manufacturing and Six Sigma

AEROSPACE
- Revision C of AS 9100
- Achieving AS9100 Registration
- AS 9110 - Quality management standard focused around aerospace maintenance and repair stations
- New Aerospace Quality Standards Bring Efficiency and Consistency to Audit, Certification and Surveillance Processes

AUTOMOTIVE
- An Update on the New ISO/TS16949 Rules
- Introducing ISO/TS 16949:2009
- Detailed Changes to ISO/TS 16949:2009
- Audit Summery Matrix for ISO/TS 16949
- ISO/TS 16949 Implementation Worksheet

Stand out from the Crowd.

Download your FREE copies of these valuable documents from our website, visit www.saiglobal.com/training and click on the FREE DOWNLOADS link to view a full list of resources available.

Standards change, make sure you know when they do!

It is vitally important that you know when a Standard has changed, because lack of compliance could be damaging to your organization. Let us help you manage that risk!

StandardsWatch is an email-based notification service that informs you within 24 hours of any changes to the publications you choose to watch.

You can even choose to monitor entire Subject Areas, such as Quality Management or OHS etc.

For more information:

» http://infostore.saiglobal.com/store/

» Call **+1 888 454 2688**

Be alerted immediately when Standards change; **Manage and understand** their relevance; **Subscribe** to StandardsWatch.

Quick Reference

QUALITY	PAGE	LEVEL	TIME	DAYS	PRICE
ISO 9001 Essentials for Everyone (eLearning)	14-15	Understanding	1 Hour		$69.00
Quality and Process Improvement Concepts (eLearning)	14-15	Understanding	2 Hours		$99.00
Understanding and Implementing ISO 9001:2008 – Executive Overview **BEST SELLER**	14-15	Implementing	8am – 5pm	1	$345.00
Understanding the ISO 9001 Approach to Implementation	14-15	Implementing	8am – 5pm	2	$895.00
Effectively Documenting Your Management System to ISO 9001	14-15	Implementing	8am - 5pm	2	$895.00
RABQSA Certified ISO 9001 Comptency Based Lead Auditor **BEST SELLER**	14-15	Auditing	8am - 5pm	5	$1,695.00
RABQSA Certified ISO 9001 (QMS) Competency Based Internal Auditor Training **BEST SELLER**	14-15	Auditing	8am - 5pm	3	$1,195.00
Internal Auditor Training (eLearning)	14-15	Auditing	5 Hours		$229.00
Integrated Quality and Environmental Management Systems Internal Auditor	14-15	Auditing	8am - 5pm	3	$1095.00
Process Based Auditing for Business Improvement	14-15	Auditing	8am - 5pm	2	$995.00
Management System Lead Auditor Course with Specific Reference to ISO/IEC 17024 **(INHOUSE ONLY)**	14-15	Auditing		5	Request an In-House Quote
Internal Auditing for ISO 9001	14-15	Auditing	8am - 5pm	2	$985.00
Integrated Management System Auditor Training (ISO 9001, ISO 14001, OHSAS 18001)	14-15	Auditing	8am - 5pm	3	$1495.00
OHS	**PAGE**	**LEVEL**	**TIME**	**DAYS**	**PRICE**
OHSAS 18001:2007 OH&S Management System Overview	11	Understanding	8am - 5pm	1	$345.00
Implementing an EH&S Management System (ISO 14001/OHSAS 18001)	11	Implementing	8am - 5pm	3	$1195.00
RABQSA Certified Occupational Health and Safety Management System Lead Auditor	11	Auditing	8am - 5pm	5	$1995.00
Integrated Management System Auditor Training (ISO 9001, ISO 14001, OHSAS 18001)	11	Auditing	8AM-5PM	3	$1495.00
ENVIRONMENTAL	**PAGE**	**LEVEL**	**TIME**	**DAYS**	**PRICE**
ISO 14001 Overview	7-8	Understanding	8am - 5pm	1	$295.00
ISO 14001 Overview (eLearning)	7-8	Understanding	2 Hours		$99.00
Implementing an ISO 14001 Environmental Management System	7-8	Implementing	8am - 5pm	2	$1095.00
Implementing an EH&S Management System (ISO 14001/OHSAS 18001) **BEST SELLER**	7-8	Implementing	8am - 5pm	3	$1195.00
EMS Internal Auditing	7-8	Auditing	8am - 5pm	3	$1195.00
EMS Internal Auditing (2 Days)	7-8	Auditing	8am - 5pm	2	$985.00
RABQSA ISO 14001 (EMS) Lead Auditor **BEST SELLER**	7-8	Auditing	8am - 5pm	5	$1995.00
Integrated Quality and Environmental Management Systems Internal Auditor	7-8	Auditing	8am - 5pm	3	$1095.00
EMS Auditor Training Course for QMS-Experienced Auditors	7-8	Auditing	8am - 5pm	3	$1,395.00
E-Stewards Auditor Certification Training **NEW COURSE**	7-8	Auditing	8am - 5pm	3	$1,395.00
E-Stewards Internal Auditor Certification Training **NEW COURSE**	7-8			3	
FOOD SAFETY & SECURITY	**PAGE**	**LEVEL**	**TIME**	**DAYS**	**PRICE**
Global Food Safety Standards – Overview and Comparison of HACCP Based Standards	3-4	Understanding	8am - 5pm	1	$495.00
Food Defense	3-4	Implementing		1	
Introduction to the BRC Global Standard for Food Safety Issue 5	3-4	Understanding	8am - 5pm	1	$595.00
How to Interpret the BRC Global Standard for Food Safety Issue 5	3-4	Implementing	8am - 5pm	2	$1245.00
Implementing the SQF-2000 Code Food Defense Course in 2nd place	3-4	Implementing	8am - 5pm	2	$600.00
Third Party Auditor – BRC Global Standard for Food Safety Issue 5	3-4	Auditing	8am - 5pm	4	$1,750.00
BRC Internal Auditor	3-4	Auditing	8am - 5pm	2	$1135.00
GMA-SAFE New Auditor Training Course	3-4	Auditing	8am - 5pm	4	$995.00
GMA-SAFE Auditor Recalibration Training	3-4	Auditing	3 hours		$150.00
PROCESS MANAGEMENT	**PAGE**	**LEVEL**	**TIME**	**DAYS**	**PRICE**
Introduction to Failure Mode and Effects Analysis	20	Understanding		1	Request an In-House Quote
Process Mapping **BEST SELLER**	20	Implementing	8am - 5pm	2	$995.00
Fully Integrated Business Management Systems	20	Implementing	8am - 5pm	2	$1095.00
Corrective and Preventive Action	20	Implementing	8am - 5pm	1	$495.00
Skills for Success for the Management Representative	20	Implementing	8am - 5pm	3	$1195.00
Data Analysis Tools **NEW COURSE**	20	Implementing	8am - 5pm	5	$3,390.00
SIX SIGMA & LEAN	**PAGE**	**LEVEL**	**TIME**	**DAYS**	**PRICE**
Lean Six Sigma Overview	24-25	Understanding		1	Request an In-House Quote
Introduction to Lean Enterprise	24-25	Understanding		1	Request an In-House Quote
Six Sigma Executive Overview	24-25	Understanding		1	Request an In-House Quote
Certified Lean Practitioner Training	24-25	Implementing	8am - 5pm	4	$1695.00
Deploying a Lean Enterprise Initiative	24-25	Implementing		2	Request an In-House Quote

Continued over

Quick Reference continued

Six Sigma Green Belt Training	24-25	Implementing	8am - 5pm	5	$2495.00
Six Sigma Black Belt Training	24-25	Implementing	8am - 5pm	20	$11995.00
Six Sigma Champion Workshop	24-25	Implementing	8am - 5pm	3	Request an In-House Quote
Data Analysis Tools **NEW COURSE**	24-25	Implementing	8am - 5pm	5	$3,390.00
MEDICAL DEVICE & PHARMACEUTICAL	**PAGE**	**LEVEL**	**TIME**	**DAYS**	**PRICE**
Understanding and Implementing the ISO 13485 Standard **BEST SELLER**	12-13	Understanding	8am - 5pm	2	$1095.00
Executive Overview (Medical Device & Pharmaceutical) – **(In House Only)**	12-13	Understanding	8am - 5pm	1	Request an In-House Quote
An Overview of the Electronic Records and Signature Rule – 21 CFR Part 11	12-13	Understanding	8am - 5pm	1	Request an In-House Quote
Understanding 21 CFR 210 and 211	12-13	Understanding	8am - 5pm	2	$895.00
Understanding FDA Regulations for Combination Products	12-13	Understanding	8am - 5pm	2	Request an In-House Quote
Risk Management/Risk Analysis for Medical Devices	12-13	Implementing	8am - 5pm	2	$1095.00
Design Control for the Medical Device Industry	12-13	Implementing	8am - 5pm	2	$1095.00
Effective Corrective and Preventive Action for FDA Regulated Industries	12-13	Implementing	8am - 5pm	2	$1095.00
Quality System Regulation (QSR) for the Medical Device Industry	12-13	Implementing	8am - 5pm	2	$1095.00
Incorporating Supplier Quality Management Techniques in FDA Regulated Businesses	12-13	Implementing	8am - 5pm	2	Request an In-House Quote
Understanding & Implementing Quality Systems for the Pharmaceutical Industry	12-13	Implementing	8am - 5pm	2	$1195.00
Internal Auditor Training for FDA Regulated Industries (ISO 13485 and ISO 9001)	12-13	Auditing	8am - 5pm	2	$1095.00
RABQSA Certified FDA Regulated Industries Lead Auditor (ISO 9001/ISO 13485)	12-13	Auditing	8am - 5pm	5	$1995.00
AEROSPACE	**PAGE**	**LEVEL**	**TIME**	**DAYS**	**PRICE**
AS9100 Overview and Discussion	5-6	Understanding	8am - 5pm	1	Request an In-House Quote
RABQSA Certified AS9100 Aerospace Industry Specific Course) **BEST SELLER**	5-6	Understanding	8am - 5pm	3	$1295.00
RABQSA Certified AS9110 Aerospace Industry Specific Course	5-6	Understanding	8am - 5pm	1	$495.00
RABQSA Certified AS9100 Aerospace Quality Management System Foundation) **BEST SELLER**	5-6	Understanding	8.30am - 4pm	2	$1095.00
RABQSA Certified AS9110 Aerospace Quality Management System Foundation	5-6	Understanding	8am - 5pm	2	$995.00
Internal Auditing with Specific Reference to the Aerospace Industry (AS9100) **BEST SELLER**	5-6	Auditing	8am - 5pm	3	$1195.00
RABQSA Certified AS9100 Aerospace Quality Management System Lead Auditor) **BEST SELLER**	5-6	Auditing	8am - 5pm	5	$1995.00
RABQSA Certified AS9110 Aerospace Quality Management System Lead Auditor	5-6	Auditing	8am - 5pm	2	$1995.00
Aerospace Sanctioned Training - COMING SOON	5-6	Auditing			
AUTOMOTIVE	**PAGE**	**LEVEL**	**TIME**	**DAYS**	**PRICE**
Implementing ISO/TS 16949:2009 for Business Process Improvement	24	Implementing	8am – 5pm	2	$895.00
RABQSA Certified Internal Auditor with Focus on ISO/TS 16949:2009	24	Auditing	8am – 5pm	3	$1195.00
RABQSA Certified Lead Auditor for ISO 9001 with Focus on ISO/TS 16949:2009	24	Auditing	8am – 5pm	5	$1845.00
Process Mapping	24	Implementing		2	
Corrective and Preventive Action	24	Implementing		1	
CALIBRATION & MEASUREMENT	**PAGE**	**LEVEL**	**TIME**	**DAYS**	**PRICE**
Introduction to Uncertainty of Measurement	22	Understanding	8am – 5pm	1	Request an In-House Quote
Understanding and Implementing ISO/IEC 17025	22	Implementing	8am – 5pm	2	$995.00
Calibration and Control of Measurement Systems	22	Implementing	8am – 5pm	2	$995.00
Measurement Systems Analysis	22	Implementing	8am – 5pm	2	$995.00
Internal Auditor with specific reference to ISO/IEC 17025	22	Auditing	8am – 5pm	3	$1195.00
TECHNICOMP	**PAGE**	**LEVEL**	**TIME**	**DAYS**	**PRICE**
Applied Shop Math	26-30				Contact Us
Basic Shop Math	26-30				Contact Us
Blueprint Reading (Reading Engineering Drawings)	26-30				Contact Us
Basic Measuring Tools Computer-Based Training Program	26-30				Contact Us
Basic Measuring Tools	26-30				Contact Us
Basic SPC	26-30				Contact Us
Fundamentals of Datum Reference Frame Construction	26-30				Contact Us
Geometric Dimensioning & Tolerance Computer-Based Training Program	26-30				Contact Us
Internal Auditing	26-30				Contact Us
Becoming Lean	26-30				Contact Us
Masters Statistical Process Control	26-30				Contact Us
Basic Six Sigma Skills	26-30				Contact Us
Corrective Action	26-30				Contact Us

IMPROVING YOUR BUSINESS IS OUR BUSINESS

Looking to improve organizational performance, efficiency or decision-making?

SAI Global's Training and Improvement Solutions team can provide your organization with industry designed programs to help you align business activities with objectives, maintain effective management systems and implement process improvement.

SOLUTIONS

PROCESS IMPROVEMENT PROGRAMS, TOOLS & TECHNOLOGY

Reduce costs, improve efficiency and do more with less with programs and tools including Lean and Kaizen, Six Sigma, PDCA, Process Measurement and more.

TRAINING & IMPROVEMENT NEEDS ANALYSIS

Our learning specialists work with you to understand and plan the best approach to achieving your business training, and improvement objectives

WORKPLACE COACHING & SUPPORT

Reinforce classroom learning and accelerate skills development with workplace coaching to support your training investment.

BENEFITS

- Improved quality, consistency and profitability
- Higher customer satisfaction and fewer complaints
- Reduced inefficiency and reworking costs
- Enhanced people and process productivity
- Engaged and empowered staff
- Enhanced risk management
- Systems that support your current and future goals
- Lasting improvements and sustainable performance

EXPERIENCE

No matter what business you are in, manufacturing, administration or a service industry our staff have over 20 years experience and can partner with you and your team to design process improvement projects that will add value at every step of the way and build capacity to enable you to reap the benefits of such projects well into the future.

CALL US TODAY!

For more information on our full range of solutions, please contact our Business Improvement Experts:

Call 1800 374 3818
Email improve.us@saiglobal.com
Visit www.saiglobal.com/improvement

PROCESS MANAGEMENT

Process management is a key concept and set of tools that enable any organization to improve its performance in areas such as costs, speed, and quality. As such, it strongly supports continuous improvement plans and efforts.

Introduction to Failure Mode and Effects Analysis

UNDERSTANDING

1 DAY – 0.7 CEUs

Examine, discuss and explore the potential benefits of using the Failure Mode and Effects Analysis (FMEA) core tool within your organization. The intent of FMEA is to enhance the design process and provide greater customer confidence with the product being supplied and thereby increased customer satisfaction. Using formal tutorials, practical and interactive workshops and case studies, you will be able to practice new theories and techniques.

Understanding and Measuring Customer Satisfaction

UNDERSTANDING

2 DAYS – 1.4 CEUs

The importance of understanding your customers' needs and expectations is critical to the success of your organization. Many organizations think they know what their customers want, but their knowledge is often incomplete or, even worse, off the mark. The intent of this two-day course is to explore the principles of understanding and satisfying customer needs and common approaches used to determine customer satisfaction levels. This course utilizes a series of connected workshops to help you build a customer satisfaction program in your organization. More importantly, it will prepare you to improve bottom line performance, because if you are not meeting your customers' requirements, someone else will.

Corrective and Preventive Action

IMPLEMENTING

1 DAY – 0.7 CEUs

Correct and prevent problems or non-conformities that exist anywhere in your organization with a simple and effective 7-step approach taught by one of our Industry Experts. This is an interactive and informative course for those interested in planning and establishing a process for corrective action at their organization.

Skills for Success for the Management Representative

IMPLEMENTING

3 DAYS – 2.1 CEUs

Develop the essential skills required by a management representative to successfully manage the implementation of international standards within your organization. Learn how to oversee the implementation of your company's system, interface with third-party registrars and report on the system's effectiveness to management. Also an excellent opportunity for seasoned Management Representatives to sharpen their existing skills.

Data Analysis Tools – NEW COURSE

IMPLEMENTING

5 DAYS – 3.5 CEUs

Improve your ability to find/validate root cause, analyze and present data and develop solutions in your organization. With the use of MiniTab® Software, you will learn how to develop sound statistical approaches to data analysis. Interactive workshops throughout the course will help you practice each tool.

Process Mapping – BEST SELLER

Implementing

2 Days – 1.4 CEUs

Gain insight into how process mapping can make your business more effective and productive by looking at real-world experiences across a wide range of industries. Map your business processes, identify critical areas for improvement, and learn how to reduce errors and improve customer service.

Innovation and Creative Problem Solving Workshop

IMPLEMENTING

1 DAY - 0.5 CEUs

Creating a climate that embraces change can elevate you above your competition and spur your organization to new levels of innovation. Build your skills and capabilities in the areas of innovation, with a proven set of tools and individualized analysis that has been deployed in many of the world's largest organizations. Every workshop is hands-on and minds-on, engaging participants in fun and relevant situations that are immediately transferable to the workplace.

This SAI Global workshop is presented in partnership with DIcor, the corporate resources for Destination Imagination (DI), the largest volunteer organization in the world with over 60,000 volunteers and 10,000,000 children involved in DI activities.

Managing and Improving Processes

IMPLEMENTING

2 DAYS - 1.4 CEUs

Improve your organization's effectiveness and management of processes with this course. Learn about basic statistical process analysis, process variation and a wide range of process management tools to help your organization's operations.

Managing Teams for Problem Solving

IMPLEMENTING

2 DAYS – 1.4 CEUs

Using a combination of case study simulations, role-playing, and experiential exercises, this highly interactive workshop covers the essential skills that every team member must master to work together more efficiently and effectively. The skills learned in this course will reduce the time it takes to get a new team up-to-speed so your organization will realize the benefits of a team's synergy more quickly: better solutions, more innovative ideas, and greater buy-in.

Whether you're developing a new quality management system, upgrading to the latest international standard or deploying a Six Sigma program, Managing Teams for Problem Solving is a critical component for successful results.

REGISTER ONLINE - FOR DATES, VENUES, AND PRICING INFORMATION VISIT www.saiglobal.com/training

Automotive: ISO/TS 16949

With the release of ISO/TS 16949:2009, organizations have the opportunity to demonstrate how their quality management system can impact sales and the overall performance of their business. Leadership commitment to the management system is imperative to its long term viability in the organization.

Implementing ISO/TS 16949:2009 for Business Process Improvement

IMPLEMENTING

2 DAYS – 1.4 CEUs

If you are responsible for implementing or transitioning your Quality Management System to ISO/TS 16949, this course is for you. This highly participative course begins with an in-depth review of ISO/TS 16949 quality management system requirements, the automotive 'core tools' and customer specific requirements. You will learn how to implement an effective, process focused quality management system, based on ISO/TS 16949 requirements and more importantly how to use the requirements to improve business performance. Discussion sessions, practical workshops, and case studies are used to reinforce understanding and application of the information gained in the course.

RABQSA Certified Internal Auditor with Focus on ISO/TS 16949:2009

AUDITING

3 DAYS – 2.1 CEUs

This highly interactive course is designed for those new to auditing and ISO/TS 16949 requirements. Interactive workshops, simulated audits, tutorials and case studies are used to develop practical audit skills, improve evaluation and communication skills, refine reporting skills and sharpen your ability to effectively assess corrective action programs. This course includes continual assessment of your understanding and an exam on the final day.

This course is certified by RABQSA International

RABQSA Certified Lead Auditor for ISO 9001 with Focus on ISO/TS 16949:2009

AUDITING

5 DAYS – 3.6 CEUs

Gain comprehensive instruction on auditing quality management systems for the automotive industry. Knowledge of the current published version of ISO/TS 16949 prior to attending this course is required. The training concentrates primarily on external audits, such as supplier and third-party audits. Practical workshops, case studies, and simulated assessments are used to practice new skills and techniques. The certification examination is conducted on the last day.

This course is certified by RABQSA International

Process Mapping – BEST SELLER

Implementing

2 Days – 1.4 CEUs

Gain insight into how process mapping can make your business more effective and productive by looking at real-world experiences across a wide range of industries. Map your business processes, identify critical areas for improvement, and learn how to reduce errors and improve customer service.

Corrective and Preventive Action

IMPLEMENTING

1 DAY – 0.7 CEUs

Correct and prevent problems or non-conformities that exist anywhere in your organization with a simple and effective 7-step approach taught by one of our Industry Experts. This is an interactive and informative course for those interested in planning and establishing a process for corrective action at their organization.

Learning Pathway for Automotive Management Training

UNDERSTANDING
IMPLEMENTING ISO/TS 16949:2009 FOR BUSINESS PROCESS IMPROVEMENT

IMPLEMENTING
IMPLEMENTING ISO/TS 16949 FOR BUSINESS PROCESS IMPROVEMENT

AUDITING
RABQSA CERTIFIED LEAD AUDITOR FOR ISO 9001 WITH FOCUS ON ISO/TS 16949:2009
OR
RABQSA CERTIFIED INTERNAL AUDITOR WITH FOCUS ON ISO/TS 16949:2009

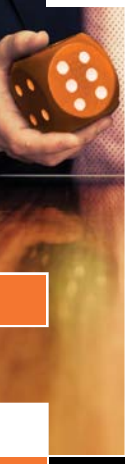
FOR DATES, VENUE, AND PRICING INFORMATION VIEW OUR ONLINE TRAINING CALENDAR OR CALL 1800 374 3818

Certified System™

Show your commitment to Quality by registering your chosen Automotive Management System through QMI-SAI Global. We can provide independent assessment, audit and registration services. QMI – SAI Global is the registrar of choice for over 24,000 companies worldwide, and our clients have consistently rewarded us with a satisfaction rating of 95% for three consecutive years in North America. Contact us at 1800 247 0802 to Request a Quote or for more information on our Registration services.

Note: Undertaking training in no way implies 'advantage' through, or guarantees successful outcomes from, any subsequent third party certification process – be it through QMI-SAI Global or any other Certification Body.

* Automotive Training available as Public Training only.



CALIBRATION, MEASUREMENT AND TESTING ISO/IEC 17025

Based upon ISO 9001, but written for the particular needs of laboratory management, ISO 17025 addresses the proficiency of the organization to perform the testing and calibration activities. Our **ISO 17025** training teaches you how to develop business processes that focus on **ISO 17025** standards compliance as well as cost-saving benefits

Introduction to Uncertainty of Measurement

UNDERSTANDING

1 DAY – 0.7 CEUs

Build an understanding of the requirements of the ISO Guide to The Expression of Uncertainty in Measurement which defines methodologies to calculate uncertainty.

The validity of absolute measurements has little meaning unless the uncertainty of the equipment used to perform the task is known. ISO/TS 16949 and ISO/IEC 17025 require that the uncertainty of measurement is taken into account when performing calibration and measurement activities.

Understanding and Implementing 17025:2005

IMPLEMENTING

2 DAYS – 1.4 CEUs

Learn about general requirements necessary to carry out tests and/or calibrations at your organization. This course will provide detailed guidance on the requirements of ISO/IEC 17025, the structuring of quality system documentation, implementation steps and laboratory accreditation requirements.

Calibration and Control of Measurement Systems

IMPLEMENTING

2 DAYS – 1.4 CEUs

Establish an effective system for the control of inspection and measuring equipment at your organization. Gain the latest information, knowledge and skills for identifying the elements of an effective calibration system; understanding the requirements for those supplying calibration services; preparing for compliance and improving and utilizing measurement data.

Measurement Systems Analysis

IMPLEMENTING

2 DAYS – 1.4 CEUs

Discover the amounts and types of variation that exist in measurement systems to ensure that your product acceptance or process control decisions are based on "good data." Learn how to conduct studies to evaluate variability due to bias, repeatability, reproducibility, stability and linearity. A review of the measurement systems analysis requirements of ISO/TS 16949 will help you learn how the measurement system can impact the process performance capabilities of your organization.

Internal Auditor with specific reference to ISO/IEC 17025

AUDITING

3 DAYS – 2.1 CEUs

Receive concentrated and comprehensive internal auditor training against the ISO/IEC 17025 requirements. Our ISO/IEC Industry Experts will help you understand the requirements of ISO/IEC 17025, develop practical audit skills, improve evaluation and communication skills, gain effective reporting skills and teach you how to implement corrective action programs at your organization.

Knowledge of the ISO/IEC 17025 standard is required prior to attending this course.

RABQSA Certified Lead Auditor with Focus on ISO/IEC 17025:2005

AUDITING

5 DAYS – 3.6 CEUs

Obtain comprehensive instruction on auditing quality management systems with reference to the ISO 9000 series and ISO/IEC 17025 standard. The training concentrates primarily on external audits, such as supplier and third-party audits. Practical workshops, case studies, and simulated assessments are used to practice auditing skills and techniques. The certification examination is conducted on the last day.

Prerequisites apply.

This course is certified by RABQSA International

"This was a good course for me professionally as well as for the program I am affiliated with. I will soon become a part time internal auditor and this course was very appropriate. Our program is starting a quality program across several labs and this again helped validate our actions and provided valuable insight into making an excellent quality process."- COO, Sweetness Consulting

NEED MORE INFORMATION? CONTACT OUR TRAINING EXPERTS AT 1800 374 3818

TL9000

TL9000 defines the quality system requirements for the design, development, production, delivery, installation and maintenance of telecom products and services, and an implementation system that allows companies the ability to track performance and improve results.

TL9000 Requirements and Measurements (Release 5.0/4.0) (QuEST Forum Sanctioned)

UNDERSTANDING

2 DAYS – 1.4 CEUs

Understand the new requirements with this excellent overview of TL9000 5.0/4.0. Learn the key drivers of TL9000 along with proper interpretation of significant added requirements. For the measurements, this class provides detailed examples and review of Measurement rules, formula, and product category application.

Through workshops and instructor-led discussions, you will be given exciting and challenging tasks to reinforce the key points of TL9000.

"Both instructors knew the auditor requirements and provided excellent insight into an auditor's life. The class was very productive and provided sound knowledge that can be used in conducting my job requirements."- Internal Audit Coordinator, Jabil Circuit Inc

TL9000 Quality Management System Implementation (QuEST Forum Sanctioned)

IMPLEMENTING

3 DAYS – 2.4 CEUs

Learn the steps necessary for successful implementation of TL9000 quality system requirements and measurements at this informative three-day program. Whether you have a mature quality system in place, or one under development, this program will provide you with practical implementation strategies to facilitate the deployment of TL9000 requirements and measurements within your company. This program (Release 5.0/4.0) is a must for anyone who is currently a telecommunications industry supplier or provider, or is planning to become one.Through workshops and instructor-led discussions, you will be given exciting and challenging tasks to reinforce the key points of TL9000 implementation. The TL9000 Requirements and Measurements Handbooks are supplied.

Prerequisites apply.

RABQSA Certified Internal Auditor with Telecommunication Focus (Release 5.0/4/0)

AUDITING

3 DAYS – 2.1 CEUs

Follow the basic steps of a telecom-focused QMS audit, from preparation and evaluation, to reporting and corrective action. You will learn auditing processes and procedures referenced in the Guidelines for Quality and/or Environment Management Systems Auditing (ISO 19011:2002) standard as well as the R5.0/R4.0 TL9000 Handbooks.

Using interactive workshops, simulated audits, tutorials and case studies, you will develop practical audit skills, improve your evaluation and communication skills, refine your reporting skills and increase your ability to implement corrective action programs. An exam is administered the last day of training.

This course is certified by RABQSA International

RABQSA Certified ISO 9001 Lead Auditor with Telecommunication Focus (Release 5.0/4.0)

AUDITING

5 DAYS – 3.6 CEUs

Gain a practical understanding of the responsibilities of a quality auditor, and the techniques and methodologies required to effectively audit a quality management system. Participants learn auditing processes and procedures using the TL9000 Handbooks. Practical Workshops, case studies, and simulated audits are used to practice new skills and techniques. Competency-based exercises are conducted throughout the course and a final written examination is required on the last day of training.

Attendees who successfully demonstrate competence during this course will receive a Certificate of Attainment for the following competency units:

– Management Systems Auditing, Quality – Management Systems, and Leading – Management Systems Audit Teams

Prerequisites apply.

This course is certified by RABQSA International

TL9000 Quality Management System Auditing (QuEST Forum Sanctioned)

AUDITING

3 DAYS – 2.4 CEUs

This program is structured to "bridge the gap" between ISO 9001 and TL9000 from the perspective of an auditor. Step-by-step you'll learn how to audit the specific requirements of TL9000, and how to verify effective implementation of the TL9000 requirements and measurements.

Through dynamic learning activities, workshops, case studies and instructor-led discussions, you will be given challenging tasks that reinforce the key points of each module. There is an exam on the final day to demonstrate knowledge and comprehension.

REGISTER ONLINE - FOR DATES, VENUES AND PRICING INFORMATION VISIT www.saiglobal.com/training

TECHNICOMP - Technical Skills Training on Video/CD/DVD

Through our Technicomp products, SAI Global offers a variety of media-supported learning programs that you can use within your organization to build essential work skills and an understanding of fundamental quality management methodologies.

All programs are developed by recognized subject matter experts and professional instructional designers to ensure maximum technical accuracy and a highly effective learning experience.

Applied Shop Math

TARGET AUDIENCE

All levels of production workers, as well as other individuals, who need to learn – or just review – basic algebra, plane geometry and trigonometry.

COMPLETION TIMES

Approximately 12-15 hours for the full program, depending onthe level of customization, amount of time spent on exercises, number of additional examples, and other variables.

WHAT'S COVERED

UNIT 1
FUNDAMENTALS

- Variables and constants
- Inverse operations
- Solving equations with one variable
- Solving formulas
- Exponents and roots
- Measurements of angles
- Decimal and fractional degrees
- Relationships between lines and the angles they form

UNIT 2
GEOMETRIC SHAPES

- Types of triangles and their characteristics
- Pythagorean theorem
- Calculating dimensions of triangles
- Types of quadrilaterals and their characteristics
- Calculating dimensions of quadrilaterals
- Characteristics and dimensions of hexagons
- Parts of circles
- Calculating dimensions of circles

UNIT 3
BASIC TRIGONOMETRY

- Trigonometric functions
- Solving right triangles using trig functions
- Using sine bars to measure angles
- Calculating values for sine bar measurements
- Calculating bolt circle dimensions
- Solving oblique triangles using the Law of Sines
- Solving oblique triangles using the Law of Cosines

Basic Shop Math

Nearly every shop activity requires basic math skills. Workers must know not only how to add, subtract, multiply and divide, but how to apply math to solve the everyday problems that arise in a shop setting. This program – which is designed to be either selfstudy or instructor-led – shows workers how to add, subtract, multiply and divide whole numbers, fractions and decimals, as well as other basic activities, such as rounding numbers and calculating averages. The focus is on practical application – all examples and exercises are based on applications and measurements that shop workers typically encounter on the job.

TARGET AUDIENCE

Production workers, as well as individuals at all levels who need to learn – or just review – basic math operations.

COMPLETION TIMES

Approximately 12-14 hours for the full program, depending on the level of customization, amount of time spent on exercises, number of additional examples, and other variables.

WHAT'S COVERED

UNIT 1
WHOLE NUMBER

- Place values
- Rounding whole numbers
- Negative numbers
- Adding and subtracting whole numbers
- Subtracting negative numbers
- Adding and subtracting numbers with unlike signs
- Multiplying and dividing whole numbers
- Order of operations

UNIT 2
GEOMETRIC SHAPES

- Types of fractions
- Converting fractions
- Reducing fractions
- Reading a steel rule
- Adding and subtracting fractions
- Finding a common denominator
- Multiplying and dividing fractions

UNIT 3
BASIC TRIGONOMETRY

- Decimal place values
- Reading decimals
- Rounding decimals
- Fractions and decimals
- Adding and subtracting decimals
- Decimal tolerances and gage blocks
- Multiplying and dividing decimals

ADDITIONAL TOPICS COVERED
(PRINT ONLY)

- Inch/millimeter conversions
- Calculating X-R values
- Calculating percentages

VISIT www.saiglobal.com/training/assurance/technical-skills OR CALL 1800 374 3818 FOR PRICING AND ORDER INFORMATION.

Blueprint Reading (Reading Engineering Drawings)

Blueprint Reading develops workers' abilities to locate and interpret dimensions on engineering drawings — skills which are essential to the success of any quality improvement or scrap reduction efforts. It's a practical, application-based program that's based on current ANSI standards and includes input from a broad cross-section of industries.

TARGET AUDIENCE

Production and inspection personnel, supervisors, group leaders, and set-up personnel; and any others who need or wish to read engineering drawings.

COMPLETION TIMES

Approximately 18 to 20 hours for the full program, depending on the amount of customization, number of exercises, and other variables.

WHAT'S COVERED

UNIT 2 MULTIVIEW DRAWINGS

- Orthographic projection
- Visualizing a part from principal views
- Auxiliary views
- Partial views
- Enlarged views
- Centerlines, break lines
- Drafting conventions

UNIT 4
DIMENSIONS AND TOLERANCES, PART 1

- Definitions
- Dimension lines, extension lines, leaders, notes
- Units of measure
- Fractions vs. decimals
- Dual dimensioning
- Not-to-scale dimensions
- Reference dimensions
- Dimensioning angles, arcs and chords
- Specified dimension
- Limit dimensioning
- Plus-and-minus tolerancing
- How to calculate a tolerance

UNIT 5
DIMENSIONS AND TOLERANCES, PART 2

- Chain dimensioning
- Baseline dimensioning
- Direct dimensioning
- Maximum material condition
- Least material condition
- Classes of fit
- Overview of Geometric Dimensioning & Tolerancing
- Surface finish specifications

UNIT 6
PART FEATURE SPECIFICATIONS

How the most common part features are represented and dimensioned, including:

- Hole
- Slot
- Counterbore
- Countersink
- Counterdrill
- Spotface
- Chamfer
- Knurl
- Keyseat
- Fillets and rounds
- Screw threads

Basic Measuring Tools Computer-Based Training Program

Before workers can contribute to any data-based improvement efforts, they must be proficient in using and reading basic measuring devices. This self-paced, computer-based program is a practical, efficient way to build workers' skills. With it, they will quickly master the most common gages on today's production floors. This course offers the capability to track pretest and posttest scores for each participant within each of its units. So, training administrators can use it as part of a comprehensive training record for ISO 9000 or QS-9000

TARGET AUDIENCE

Production workers, operators and inspection personnel.

COMPLETION TIMES

Approximately six to eight hours for the full program, depending on the level of customization, amount of hands-on exercises, number of additional examples, and other variables.

WHAT'S COVERED

UNIT 1
FUNDAMENTALS AND LINEAR TOOLS

- Key terms and concepts
- Proper handling and care of gages
- Criteria for accurate measurements
- Rules - steel, hook, combination squares, basic depth gages
- Calipers - inside/outside, vernier, dial, electronic

UNIT 2
MICROMETERS AND DIAL INDICATORS

- Orthographic projection
- Visualizing a part from principal views
- Auxiliary views
- Partial views
- Enlarged views
- Centerlines, break lines
- Drafting conventions

UNIT 3
FIXED GAGES

- Snap gages
- Plug gages
- Ring gages
- Screw thread plug gages
- Thread ring gages

UNIT 4
SURFACE PLATE EQUIPMENT

- Surface plate equipment
- Gage blocks
- Height gages - vernier, dial, electronic
- Micrometer height gages
- Surface plate accessories

Basic Measuring Tools

Before workers can contribute to any data-based improvement efforts, they must be proficient in using and reading basic measuring devices. This program is a practical, efficient way to build workers' skills. With it, they will quickly master the most common gages on today's production floors.

TARGET AUDIENCE

Production workers, operators and inspection personnel.

COMPLETION TIMES

Approximately eight to twelve hours for the full program, depending on the level of customization, amount of hands-on exercises, number of additional examples, and other variables.

WHAT'S COVERED

UNIT 1
FUNDAMENTALS AND LINEAR TOOLS

- Key terms and concepts
- Proper handling and care of gages
- Criteria for accurate measurements
- Rules - steel, hook, combination squares, basic depth gages
- Calipers - inside/outside, vernier, dial, electronic

UNIT 2
MICROMETERS AND DIAL INDICATORS

- Outside, inside, vernier and electronic micrometers
- Types of dial indicators
- Dial indicating gages - snap gages, calipers, depth gages

UNIT 3
FIXED GAGES

- Snap gages
- Plug gages
- Ring gages
- Screw thread plug gages
- Thread ring gages

UNIT 4
SURFACE PLATE EQUIPMENT

- Surface plate equipment
- Gage blocks
- Height gages - vernier, dial, electronic
- Micrometer height gages
- Surface plate accessories

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Basic SPC

Basic Statistical Process Control provides the essential skills that workers must use on the production floor: collecting data, calculating subgroup values, plotting points, and interpreting patterns on control charts. For individuals or groups, initial training or retraining, it builds practical, application-focused skills quickly and efficiently.

TARGET AUDIENCE

Production-level workers and anyone else who needs a basic understanding of SPC.

COMPLETION TIMES

Approximately 13 to 19 hours for the full program, and approximately two to seven hours per unit, depending on the amount of customization, number of practice exercises, and other variables.

WHAT'S COVERED

UNIT 1
INTRODUCTION TO SPC

- Definitions of quality, SPC, process variation
- Samples and populations
- Variables vs. attributes data
- Purpose of control charts
- Introduction to problem analysis and data collection tools

Estimated completion time: 1-1/2 to 2-1/2 hours.

UNIT 2
VARIABLES

- Definition of variables data
- Operators' typical tasks for SPC
- Elements of X-R control charts
- Calculating and plotting X and R values
- Interpreting chart patterns

Estimated completion time: 4 to 5 hours.

UNIT 3
ATTRIBUTES

- Definition of attributes data
- Elements of attributes control charts
- Applications of p, np, c, and u charts
- Calculating values and plotting points
- Interpreting chart patterns

Estimated completion time: 5-1/2 to 7 hours.

UNIT 4
PROBLEM ANALYSIS

- Purpose of problem analysis
- Five common sources of process variation
- Construction and use of cause-and-effect diagrams
- Elements and interpretation of Pareto diagrams
- Interpretation of pictographs, check sheets and frequency tables

Estimated completion time: 2-1/2 to 4-1/2 hours.

Fundamentals of Datum Reference Frame Construction

Many companies cannot fully realize the benefits of GD&T because they do not understand one of its basic concepts: the Datum Reference Frame, or coordinate system by which the location and orientation of part features is defined. This program explains how to specify and construct reliable, consistent Datum Reference Frames, resulting in one-to-one correspondence between manufacturing and inspection. It is based on materials by Bill Tandler, founder and president of Multi Metrics, Inc., author of the CMM software GEOMET, and an authority on the management of machine part geometry. He is a regular contributor to the Y14.5.1M standard committee.

TARGET AUDIENCE

Design, manufacturing, and quality engineers; machinists; and CMM inspectors.

COMPLETION TIMES

Approximately 6-8 hours are needed to complete the program, depending on whether it is used in an instructor-led class, a small workshop, or by a student working independently.

WHAT'S COVERED

REVIEW OF 3-DIMENSIONAL GEOMETRY

- Perfect vs. imperfect geometry
- Purpose of Y14.5M
- Cartesian Coordinate Systems
- Machine Part Features

INTRODUCTION TO DATUM REFERENCE FRAME CONCEPTS

- Purpose of Datum Reference Frames
- Differences between Datum Feature, Datum Feature Simulator, Datum Reference Frame, and Datum
- Correct reading of Feature Control Frames

CONSTRUCTING DATUM REFERENCE FRAMES

- Physical DRF construction
- Conceptual DRF construction
- Natural rules of DRF construction
- Conceptual tools of DRF construction

SHOP FLOOR APPLICATIONS

- Demonstration of how Datum Reference Frame concepts are applied to machining and inspection operations

Geometric Dimensioning & Tolerance Computer-Based Training Program

GD&T is a self-paced, computer-based training program that teaches trainees the basic principles of GD&T, how to calculate bonus tolerances, and how to read and apply geometric tolerances to ensure the proper fit of mating part features. This program is consistent with ASME Y14.5M – 1994.

TARGET AUDIENCE

Engineering staff; production, inspection and set-up personnel; supervisors; group leaders; and any others who need or wish to build a basic understanding of GD&T.

COMPLETION TIMES

Approximately six to eight hours for the full program, depending on the individual learner.

WHAT'S COVERED

UNIT 1
BASIC PRINCIPLES

- Definition and benefits of GD&T
- Basic terminology
  - Tolerance
  - Geometric characteristic
  - Geometric tolerance
  - Datum
  - Datum feature
  - Datum target
  - Datum reference frame
  - Basic dimension
  - Maximum material condition
  - Least material condition
  - Clearance, interference and transition fits

UNIT 2
INTERPRETING GD&T SYMBOLS

- Format of feature control frame
- Diameter symbol
- Conventional vs. geometric tolerance zones
- Effect of material condition on size of geometric tolerance
- Regardless of feature size

UNIT 3
FORM AND ORIENTATION TOLERANCES

- Definition and application of form tolerances:
  - Flatness
  - Straightness
  - Circularity
  - Cylindricity
- Definition and application of orientation tolerances:
  - Perpendicularity
  - Angularity
  - Parallelism

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PRODUCT DESCRIPTION
CONT'D NEXT PAGE

- Application of maximum material condition principle
- Inspection procedures

UNIT 4
PROFILE, RUNOUT & LOCATION TOLERANCES

- Definition and application of profile tolerances:
  – Profile of a surface
  – Profile of a line
- Definition and application of runout tolerances:
  – Circular runout
  – Total runout
- Definition and application of location tolerances:
  – Position
  – Concentricity
  – Symmetry
- Application of maximum material condition principle
- Inspection procedures

Internal Auditing

This program is designed specifically for individuals who will be auditing to determine compliance to the requirements of a quality management system such as ISO 9000. However, the skills are valuable in any work environment and in any industry where audits are performed, whether they are for safety, financial, environmental, or other reasons.

TARGET AUDIENCE

Any employee who will conduct an internal audit or participate as a team member, as well as any individual who simply wishes to learn more about internal auditing.

COMPLETION TIMES

Approximately 12-15 hours for the full program, depending on the amount of customization, time required for exercises, and other variables.

WHAT'S COVERED

UNIT 1
OVERVIEW OF INTERNAL AUDITING

- Definitions of quality
- Quality assurance
- Overview of ISO 9001
- Quality system audits
- The internal audit process
- The internal auditor

UNIT 2
PLANNING INTERNAL AUDITS

- Elements of an audit plan
- Checklists

UNIT 3
CONDUCTING INTERNAL AUDITS

- The opening meeting
- Starting the audit
- Interviewing and making observations
- Verifying information
- Taking notes
- Responding to auditees' reactions

UNIT 4
AUDIT REPORTING AND FOLLOW-UP

- Nonconformities
- Writing a nonconformity statement
- Creating a summary statement
- The closing meeting
- Recording and reporting audit results
- Closing out an audit

Becoming Lean

This program is designed for individuals who will be helping their organization to make the transition to a lean operating philosophy. It explains the basic principles and practices of lean. It also provides guidelines for value stream mapping and converting a process to a lean operation. By increasing their understanding of lean, the program will prepare these individuals to be effective members of an implementation team.

TARGET AUDIENCE

Employees who will be members of a lean implementation team, as well as individuals who wish to learn more about becoming a lean enterprise.

COMPLETION TIMES

Approximately 6-8 hours for the full program, depending on the amount of customization, time required for exercises, and other variables.

WHAT'S COVERED

UNIT 1
INTRODUCTION TO LEAN

- Definition of a "lean enterprise"
- Lean vs. traditional mass production
- Characteristics of a lean enterprise
- Lean and Six Sigma
- Benefits of lean

UNIT 2
LEAN PRINCIPLES AND PRACTICES

- Basic concepts: waste, value, value stream, flow and pull
- Value-added activities, non-value-added activities and incidental activities
- Lean performance metrics

UNIT 3
STARTING THE TRANSITION

- Preparing for lean transformation
- Role of implementation team
- Value stream mapping: purpose and basic elements
- Creating and analyzing a current state value stream map
- Planning a future state
- Implementing a future state

Masters Statistical Process Control

Masters SPC builds the skills needed to put an effective SPC program in place. It helps supervisors implement an SPC program, determine whether or not processes are capable and stable, and take whatever next steps are most appropriate. In short, it provides the practical information and skills that will make your SPC efforts pay off.

TARGET AUDIENCE

Supervisors, engineers, SPC coordinators and others who implement and interpret SPC efforts.

COMPLETION TIMES

Approximately 25 to 30 hours for the full program, and approximately three to nine hours per unit, depending on the amount of customization, number of exercises, and other variables.

WHAT'S COVERED

UNIT 1
OVERVIEW OF PROCESS CAPABILITY AND CONTROL

- Introduction to SPC concepts and terminology
- Frequency tables
- Histograms
- Probability plots
- Mean and standard deviation

Estimated completion time: 6 to 8 hours.

UNIT 2
VARIABLES: CONTROL CHARTS, CALCULATIONS AND CAPABILITY

- Terminology
- Collecting variables data
- Construction of the X-R chart
- Interpreting patterns
- Determining process capability
- Actions and options

Estimated completion time: 8 to 9 hours.

UNIT 3
ATTRIBUTES: CONTROL CHARTS, CALCULATIONS AND CAPABILITY

- Terminology
- Definition of process capability studies
- Types of attribute control charts
- Making and using p charts
- Making and using np, c, and u charts
- Interpreting patterns
- Determining process capability

Estimated completion time: 8 to 9 hours.

UNIT 4
IMPLEMENTING SPC AND PROBLEM SOLVING

- Cause-and-effect diagrams
- Pareto diagrams
- Simple linear regression and analysis
- Automating SPC

Estimated completion time: 3 to 4 hours.

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Basic Six Sigma Skills

In order for organizations to realize the potential benefits of Six Sigma, project team members must have, at a minimum, a solid understanding of the methodology - its objectives, potential benefits, roles and common tools. This program is a practical, efficient way to build employees' basic skills in Six Sigma. With it, they can be effective contributors to Six Sigma projects, and to any other types of improvement efforts.

TARGET AUDIENCE

Any employee who will participate as a member of a Six Sigma project team, as well as any individual who simply wishes to learn more about the methodology.

COMPLETION TIMES

Approximately 4-8 hours for the full program, depending on the amount of customization, number of tools covered and other variables.

WHAT'S COVERED

UNIT 1
OVERVIEW OF SIX SIGMA

- Definitions
- Potential benefits
- Requirements for success
- Process terms
- Roles and responsibilities
- Project phases
- Use of cross-functional project teams

UNIT 2
PROJECT PHASES

- Importance of a structured approach
- Types of data
- Purpose, outcomes and typical activities of five project phases:
- Define
- Measure
- Analyze
- Improve
- Control

Estimated completion time: 8 to 9 hours.

UNIT 3
BASIC TOOLS

- Histograms
- Cause-and-effect diagrams
- Check sheets
- Pareto diagrams
- Graphs
- Control charts
- Scatter diagrams
- Process mapping
- Quality Function Deployment
- Measurement Systems Analysis
- Process capability indicesl
- Failure Mode & Effects Analysis
- Design of Experiments

Corrective Action

Technicomp's Corrective Action program teaches employees how to use a simple, effective 8-step approach to correcting – and preventing – problems or nonconformities that exist anywhere in their organizations. It can help to satisfy quality management system requirements for planning and establishing a process for corrective action.

TARGET AUDIENCE

Any employee who will conduct a corrective action or participate as a team member, as well as any individual who simply wishes to learn more about the 8-step approach.

COMPLETION TIMES

Approximately 8-10 hours for the full program, depending on the amount of customization and other variables.

WHAT'S COVERED

OVERVIEW OF CORRECTIVE ACTION

- Definition of corrective action
- Benefits of corrective action
- Overview of the 8-step approach

STEP 1:
DETERMINE OWNERSHIP

- Individual vs. team ownership
- Team members' qualifications
- Team roles and responsibilities

Estimated completion time: 8 to 9 hours.

STEP 2:
DEFINE THE PROBLEM

- Characteristics of a good problem definition
- Goal statements
- Symptoms vs. problems

STEP 3:
ISOLATE AND CONTAIN THE PROBLEM

- Effective short-term solutions
- Factors to consider for short-term actions

STEP 4:
DETERMINE THE ROOT CAUSE

- Definition of root cause
- Occur and escape cause paths
- Tools for root cause analysis
- Verifying the root cause

STEP 5:
CHOOSE A CORRECTIVE ACTION

- Developing appropriate solutions
- Criteria for effective solutions
- Verifying corrective actions

STEP 6:
IMPLEMENT AND VALIDATE THE CORRECTIVE ACTION

- Creating an implementation plan
- Executing the plan
- Instituting the changes

STEP 7:
PREVENT RECURRENCE

- Analyzing the system
- Improving the system

STEP 8:
ACKNOWLEDGE THE IMPROVEMENT

- Benefits of acknowledgment
- Forms of acknowledgment

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