Live Online training
Classroom training
In-house training
On-demand training

BSI Training Academy Course Portfolio Malaysia

bsi.

Contents

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Welcome

At the BSI Training Academy, our focus is on helping clients embed knowledge and skills so they can add more value to their organizations and their CVs.

We offer one of the widest ranges of standards-related training in Malaysia from meeting medical devices regulation to managing your energy effectively.

But we don't just train you to meet standards – we help you to understand how to embed them into your organization. When you train with us, you get the full benefit of our expert knowledge. We know what an auditor is looking for and ensure we train you to meet their requirements.

We know the thinking behind the standard – so we embed this in our courses to drive and inspire your people.

Our team of highly trained tutors bring with them a wealth of practical industry expertise and specialist knowledge, many of them with multiple professional qualifications.

No matter where you are on your journey towards embedding excellence, we hope you choose BSI to take care of your learning needs.

Enterprise training solutions – build a resilient culture

Working directly in partnership with you, we identify all your training needs and deliver a long-term organizational competency training programme to meet your strategic objectives.

Together we will identify skills and knowledge gaps within your organization to develop a personalised training solution, helping make your organization more resilient in the process.

We will focus on ensuring you achieve your training business needs – now and in the future.

HRD Corp Claimable Course

Our training courses are HRD Corp Claimable Course. More information, refer to HRD Corp official website: https://hrdcorp.gov.my/

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Why train with BSI?

Great businesses rely on great people. Research shows that when an organization invests in training and development, they reap real rewards:

Why training is important

83%

of people feel that staff are the key to maintaining a competitive edge*

45%

percent of staff say they'd feel more motivated if their organization invested in skills training*

x2.5

Businesses are 2.5 times more likely to fail if they don't train their staff*

Turn our experience into your expertise

We've shaped the world's most adopted standards including ISO 9001, ISO 14001

90%

of our delegates score our tutors 9 or 10 out of 10

55%

of FTSE 100 companies are BSI clients

113,000

Last year we trained 113,000 people, from SMEs to global organizations

232,000

BSI spend over 230,000 days with clients in a year, so we know what businesses want and understand their needs

250

Our tutors have 250 years experience working with management systems between them

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BSI Training Academy

Why train with BSI?

We are one of the largest training and certification body, who have helped shape many of the world's leading standards from ISO 9001 to ISO/IEC 27001.

We take the time to understand your company's learning needs to develop training solutions that satisfy your business objectives.

Our approach – accelerated learning

Our accelerated learning approach is proven to fast-track learning and improve knowledge retention.

You'll participate in activity-based learning and have the opportunity to share your learning experience with peers from other companies which will help embed your learning.

Expert tutors

Our tutors are recognized as experts in their field, offering a world-class learning experience that our delegates rate as first class.

They are trained to understand and meet your different learning needs, have years of practical industry experience, as well as deep subject matter knowledge.

Your BSI certificate

On successful completion, you'll receive a certificate that's recognized worldwide.

A BSI Training Academy certificate is a mark of expertise, quality and integrity. Find out our blockchain-based solution to showcase your achievement and credentials.

Types of training

BSI offers training in many different formats:

Online training

With BSI's 'live' online training, you can take the same high-quality classroom course with the same expert tutor, simply delivered in a virtual environment, regardless of where you're located.

You can even book a course that's dedicated to your organization, so a group of you can all train at the same time – from anywhere.

Classroom training

Our public training courses take place in convenient locations across the Malaysia.

Attendees are away from office distractions and benefit from interacting and networking with people from other organizations.

In-house training

An in-house training course is one held at your premises and is open only to your employees Training in-house eliminates travel expenses and additional time away from the office. It also keeps your content and discussions confidential.

We also offer training via distance learning and e-learning, to suit your individual needs:

Distance learning

Allows you to study at your own pace and whenever is convenient to you.

It's cost effective and puts you in control of your learning.

On-demand (E-learning)

If you're looking to increase your knowledge through computer-based learning, you'll soon be able to access our e-learning training portfolio.

If you think you may need training in a different format then please contact us to discuss what alternative options we have available.

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Recommended learning pathway

01
Understand

Requirements courses:

Who should attend?
Ideal for new starters or if you need a "refresher".

What will I learn?
An overview of your management system and the requirements of the associated ISO standard.

Please note: our course fees do not include a copy of the ISO standard.

Even at this introductory level, you'll need to have a good working knowledge of the ISO standard you're training for, so it's a good idea to do pre-course preparation if you need to brush up on your understanding.

02
Implement

Implementation courses:

Who should attend?
Those responsible for implementing or have recently taken responsibility for a management team.

What will I learn?
The requirements of a standard in the context of your company and how to take the lead in planning implementation.

03
Prove it's working

Internal Auditor courses:

Who should attend?
Those tasked with conducting internal audits or monitoring their management system's performance.

What will I learn?
How to be better equipped to maintain compliance and how to manage and improve risks to your management team.

Lead Auditor courses:

Who should attend?
Those tasked with conducting and leading management system audits

What will I learn?
Gain the ability and confidence to conduct and lead effective audits, and learn how to manage audit teams and processes.

04
Make excellence a habit

Enhance your skills and improve your business processes

Go beyond the management system by taking courses that help to hone your skills – from process improvement to root cause analysis, and from problem solving to soft skills.

Why choose in-house training?

Our courses can be delivered in-house at a location of your choice. This ensures that your people learn best practices suited to your own organization.

Our in-house courses are led by experienced tutors who are skilled in both their subject matter and in the most effective ways for delegates to learn.

Call us today for a quote.

Choose in-house training if you want:

- to train a group of people
- the training structured to the needs of your organization
- to reduce the level of risk to proprietary and confidential information
- to save money on travel and accommodation
- to save money if training larger numbers of training delegates.

Some of the things our delegates have said in the past year

"Our trainer was fantastic, he made the course very interesting and relevant, and answered all questions very well"

"Very professional and informative training session"

"Really glad I attended the course and I certainly gained everything I wanted"

A qualification from BSI

A qualification from BSI will demonstrate to your employer and customers that your knowledge has been validated.

We've helped shape and develop many of the world's leading standards. Our expert knowledge means that when you train with us, you benefit from this expertise – and with a BSI qualification, you can prove this.

An auditor qualification is available for any standard where we offer online exams.

BSI Qualifications

In today's competitive world, your employer and your customers need to know that you're capable of doing the best job. It's more important than ever to show that you have the right, trusted credentials.

By successfully completing a combination of courses and assessments, you'll earn a BSI qualification and the right to use a BSI Mark of Trust. You can then apply to have your professional qualification certified – validating the practical application of your learning and your continuing professional development within your industry.

Auditor qualification

By first understanding the requirements of the standard, you can then opt for an internal or lead auditor route, depending on whether you'll be leading a team of auditors. After completing your standards-specific auditing course, you can attend our two process improvement training modules. These are our practitioner and auditor courses which help to identify opportunities and gain an industry-recognized badge of distinction: BSI Auditor Practitioner and BSI Auditor Professional. Completing our online exams after each stage of the qualification will validate your learning. The final stage, for those who'd like to go the extra mile, is to submit post-course evidence to become a BSI Certified Auditor Professional.

Online exams
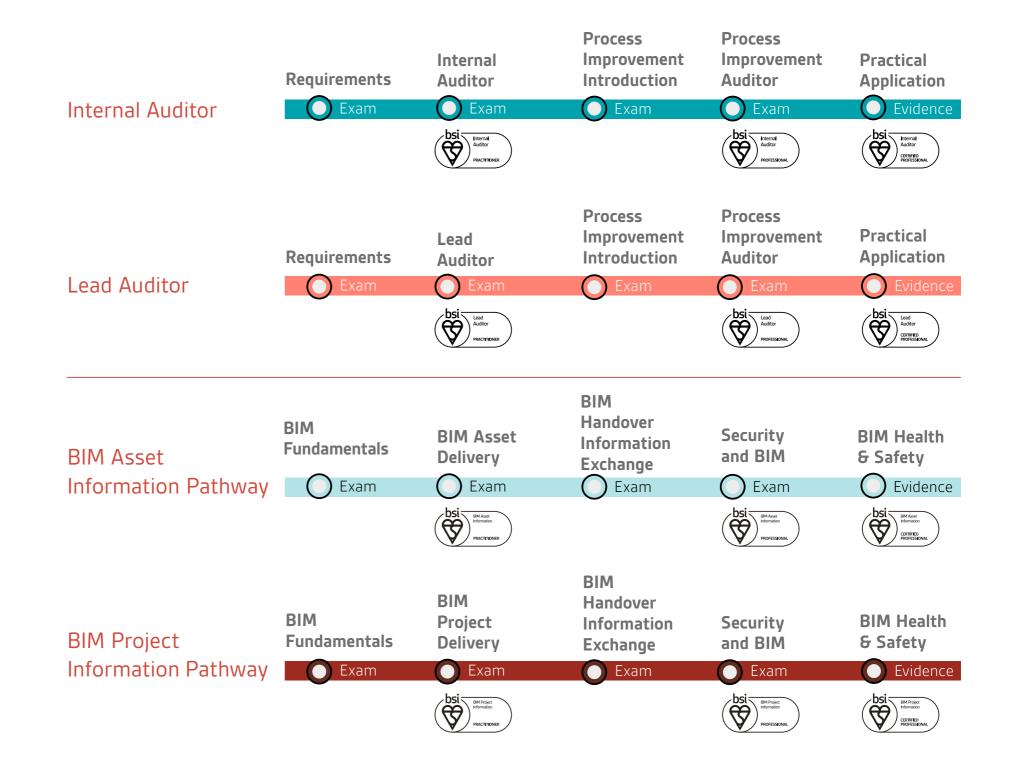
BSI courses now come with an added bonus – you can opt to have your learning validated against assessment criteria including an end-of-course examination. The opportunity to gain a Certificate of Achievement allows you to not only validate your skills and expertise but improve your professional profile and employability.

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BSI qualifications pathway

Auditor qualications

- ISO 9001 Auditor qualifications
- ISO 14001 Auditor qualifications
- ISO 45001 Auditor qualifications
- ISO 13485 Auditor qualifications
- ISO/IEC 27001 Auditor qualifications
- ISO 22301 Auditor qualifications

BIM qualications

	Requirements	Internal Auditor	Process Improvement Introduction	Process Improvement Auditor	Practical Application
Internal Auditor	Exam	Exam	Exam	Exam	Evidence

	Requirements	Lead Auditor	Process Improvement Introduction	Process Improvement Auditor	Practical Application
Lead Auditor	Exam	Exam	Exam	Exam	Evidence

	BIM Fundamentals	BIM Asset Delivery	BIM Handover Information Exchange	Security and BIM	BIM Health & Safety
BIM Asset Information Pathway	Exam	Exam	Exam	Exam	Evidence

	BIM Fundamentals	BIM Project Delivery	BIM Handover Information Exchange	Security and BIM	BIM Health & Safety
BIM Project Information Pathway	Exam	Exam	Exam	Exam	Evidence

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On-demand training
Decide when and where you study

Our on-demand training delivers high-quality content using a combination of video, online course materials and embedded assessment, enabling you to study at your own pace, in your own time.

The content can be accessed **online 24/7,** so you can study whenever and wherever it's convenient for you.

Available courses:

- ISO 9001 Requirements

- ISO 14001 Requirements

- ISO 45001 Requirements

- ISO 22301 Requirements

- ISO 50001 Requirements

- ISO 13485 Requirements

- ISO/IEC 27001 Requirements

View details and book now

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BSI Blockchain-based solution
Trust. Transparency. Secure

Share and verify training records to stakeholders with just one click. BSI's blockchain-based solution enables you to showcase your achievements through a single trusted platform, powered by the OriginTrail Decentralized Knowledge Graph and underlying blockchains.

Watch demo

"BSI provided a really good beginner's class for new auditors, the training was simple and straight forward. The trainer is competent in delivering the training, I gained a lot of new information."

"I would like to thank you for delivering a fantastic online course. The content was great and very relevant. The tutor was so enthusiastic and made the training both interesting and enjoyable!'
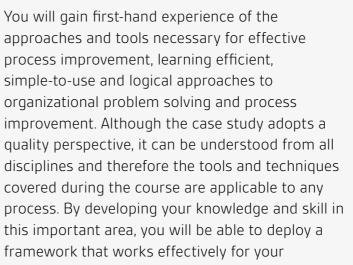
Auditor Qualification

The ability to identify opportunities for improvement is an important skill for an internal or lead auditor. It could involve cost savings; a reduction in waste; increased efficiency; or helping to make your organization more sustainable.

That's why we've developed a range of auditor qualifications to give you the skills and knowledge you need to be an auditor practitioner, and by teaching you techniques in process improvement to become an auditor professional.

Auditor Qualification

Process Improvement: Practitioner

You will gain first-hand experience of the approaches and tools necessary for effective process improvement, learning efficient, simple-to-use and logical approaches to organizational problem solving and process improvement. Although the case study adopts a quality perspective, it can be understood from all disciplines and therefore the tools and techniques covered during the course are applicable to any process. By developing your knowledge and skill in this important area, you will be able to deploy a framework that works effectively for your organization.
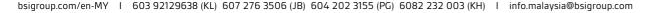
Duration 3 days includes optional online exam

Process Improvement: Auditor

Internal or lead auditors who have attended the Process Improvement Practitioner course (or equivalent) can attend this course to extend current auditing skills by focusing specifically on how to assess and report process improvement within an organization. Gain the knowledge and develop the necessary skills for auditing process improvement activities, covering reactive, incremental and stepped change improvements. You will audit a comprehensive case study from a quality perspective, with the auditing methods covered in the course applying to any discipline.

Duration 2 days includes optional online exam

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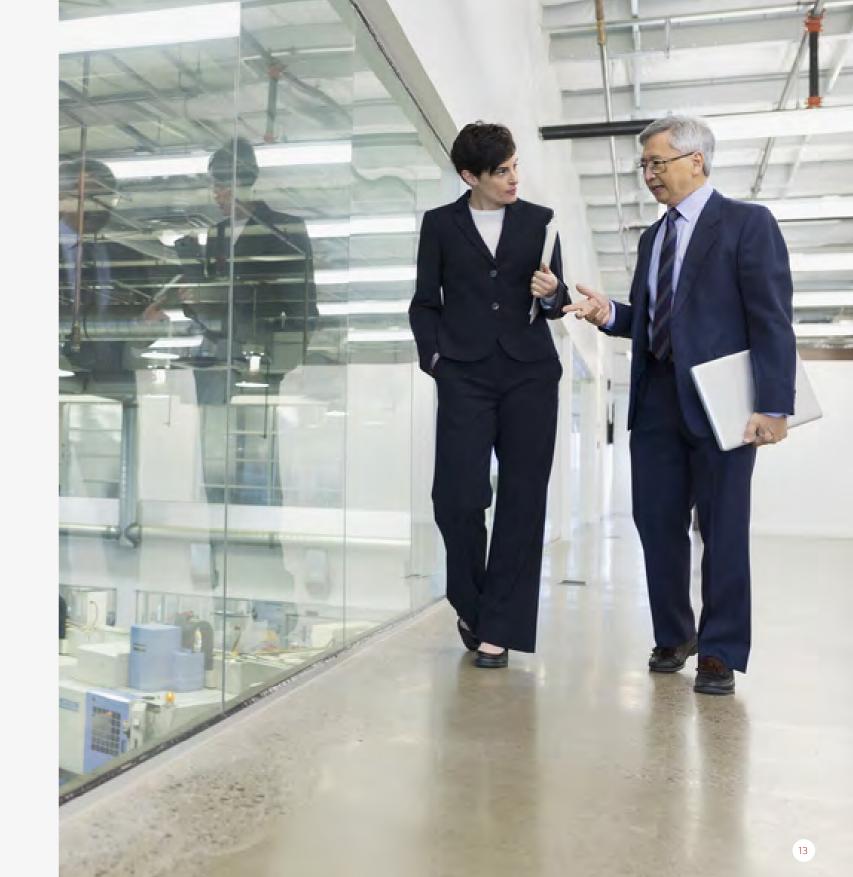
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These standalone courses also form an important part of our standards-based auditor qualifications, which focus on process improvement. Find out more about our qualifications learning pathway and how you can enhance your auditing skills and earn industry recognized BSI badges of distinction.

Process Improvement: Professional

If you've attended the Process Improvement Practitioner course (or equivalent) then this course will help you gain confidence in applying more advanced process improvement and change management tools, approaches and techniques. Develop the skills necessary to manage the 'leadership' of a process improvement activity within an organization. Although the case study adopts a quality perspective, it can be understood from all disciplines and therefore the tools and techniques covered during the course are applicable to any process.

Duration 2 days

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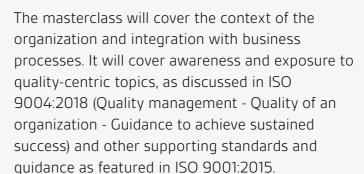
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Masterclass

Organizations often struggle to master the more challenging technical areas of a management system standard or discipline.

Now you can tackle this challenge with a specially designed Masterclass from standards experts BSI.

Masterclass: ISO 9001 Quality Management Systems

The masterclass will cover the context of the organization and integration with business processes. It will cover awareness and exposure to quality-centric topics, as discussed in ISO 9004:2018 (Quality management - Quality of an organization - Guidance to achieve sustained success) and other supporting standards and guidance as featured in ISO 9001:2015.

Duration 5 days

Masterclass: ISO 14001 Environmental Management Systems

The masterclass will cover the context of the organization and integration with business processes. It will cover topics such as coping with rapidly changing environmental conditions, taking a life cycle perspective, accurate allocation of environmental costs, selecting meaningful and effective performance indicators and moving beyond risk-based thinking to grasp new environmental opportunities.

Duration 5 days

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Masterclass: ISO 45001 Occupational Health and Safety Management Systems

The masterclass will cover the context of the organization and integration with business processes. It will cover topics such as risks and opportunities, OH&S risk assessment guideline for the applications of ISO 45001 and BS 45002-0, emergency preparedness and response including incident investigation, guidance on occupational ill health, integration of management systems and competence requirements for auditing and certification of occupational health and safety management systems.

Duration 5 days

Masterclass: ISO/IEC 27001 Information Security Management Systems

The masterclass will cover the context of the organization and integration with business processes. The value of information is rising, and organizations are expected to act to protect it. Our ISO/IEC 27001:2013 masterclass is designed for information security professionals seeking to further develop in their information security journey. You'll have the chance to critically appraise processes, hands-on, and take away sound knowledge of ISO 27001, the ISMS framework, and how best to apply this.

Duration 5 days

Masterclass: ISO 22301 Business Continuity Management Systems

The masterclass will cover the context of the organization and integration with business processes, along with the consideration of a wide variety of associated guidance and related standards.

Our ISO 22301:2019 masterclass is designed for business continuity professionals seeking to develop in their business continuity journey. Critical processes will be explored, especially under clause 8 operation of the ISO 22301 standard.

Duration 5 days

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Performance Improvement

Process Improvement

Organizations need to strive for operational excellence to create value and to sustain business growth. A well-structured programme that delivers continuous improvement can drive performance by achieving more with less.

Lean Sigma Route

Lean and Six Sigma White Belt

This interactive and practical one day workshop will discuss the history of Lean Six Sigma, as well as how the ideas, methods, tools, programme structures and roles can help organizations to meet their objectives.

This course aims to provide delegates with good basic knowledge of Lean Six Sigma and will have taken a first step towards becoming a practitioner or sponsor of organizational change.

Duration 1 day

Certified Lean Sigma Yellow Belt

Organizations implementing Lean Sigma need to train the project team members as Yellow Belts in which they will be equipped with the DMAIC methodology and the basic Lean Sigma tools used.

This course is to train the participants on the basic level of Lean Sigma improvement skills to develop Yellow Belts who serve as the members of the improvement project team.

Duration 3 days

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Certified Lean Sigma Green Belt

This course is aimed at individuals who will perform Green Belts roles, as functional change agents, in non-manufacturing organisations. It will help you understand the Lean and Six Sigma tools and how to implement them within a service environment to successfully deliver projects and improve performance.

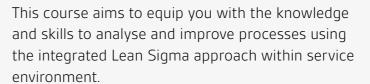Duration 9 days

This course is IASSC Accredited

Certified Lean Sigma Black Belt

You'll gain advanced skills in analysing and improving processes using the Lean Sigma approach. Structured to optimize learning and application, this course uses training, coaching and on-the-job project implementation.

Duration 18 days

This course is IASSC Accredited

Certified Service Lean Sigma Green Belt

This course aims to equip you with the knowledge and skills to analyse and improve processes using the integrated Lean Sigma approach within service environment.

Duration 9 days

Upgrading to Certified Lean Sigma Black Belt

This course is designed to advance you as a qualified Green Belt to Black Belt level. You'll get an in-depth understanding of both Lean and Six Sigma concepts, methods and tools and skills to successfully apply them within your organization.

Duration 9 days

This course is IASSC Accredited

Certified Service Lean Sigma Yellow Belt

Project team members are known as 'yellow belts', trained to have a good understanding on the Lean Sigma principles and methodology, as well as the use of basic Lean Sigma improvement tools.

This course will provide you with the skills needed to become a Lean Sigma yellow belt, so that you may serve on the improvement project team.

Duration 3 days

Certified Service Lean Sigma Black Belt

This course is designed for participants who are expected to play the Black Belts role in Lean Sigma implementation in non-manufacturing organizations.

Duration 18 days

Upgrading to Certified Service Lean Sigma Black Belt

This course is designed to advance you as a qualified Green Belt to Black Belt level. You'll learn how to combine Lean and Six Sigma methodologies to create the best approach to resolve operational issues and improve process performance.

Duration 9 days

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Six Sigma is an organizational approach to continual improvement which focuses on minimizing variability of key process outcomes.

Certified Six Sigma Yellow Belt

This course will provide you with the skills to become a Six Sigma Yellow Belt so you can work with Green and Black belts within your organization to implement Six Sigma to drive business improvement.

Duration 2 days

Six Sigma Route

Basic Understanding Six Sigma

This course presents a thorough overview of the Six Sigma concepts and techniques for successful implementation, as well as a clear explanation of DMAIC - the improvement methodology used in Six Sigma.

Duration 1 day

Certified Six Sigma Green Belt

You'll be introduced to intermediate level quality tools from the Six Sigma methodology to help you deliver improvements within your organization.

Duration 6 days

Certified Six Sigma Black Belt

This course is designed to develop experts, providing an in-depth understanding of the Six Sigma concepts, methods and tools that drive improvements in key processes.

Duration 14 days

Upgrading to Certified Six Sigma Black Belt

By attending this course you'll advance from a qualified Green Belt to Black Belt level, gaining a more in-depth understanding of the Six Sigma concepts, methods and tools to lead on improving key processes that will drive business success.

Duration 8 days

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Lean methods provide a simple and effective approach to identifying and removing waste in processes thereby increasing the speed, efficiency and effectiveness of an organizations operations.

Certified Lean Expert

Attending this course will equip you with the practical knowledge on how to introduce Lean initiatives to the shopfloor.

Duration 10 days

Certified Lean Master

By attending our lean master training you will build on your existing Lean expert knowledge. You'll gain confidence to address lean issues and opportunities at both strategic and operational levels.

Duration 15 days

An Introduction to Lean Warehousing

This course combines theory with group exercises, simulation activities and a case study to convey the concept of what is a Lean warehouse and how it can benefit your organization.

Duration 2 days

Lean Route

Certified Lean Practitoner

By this course you'll be introduced to tools and techniques that have been successfully applied in manufacturing and service organizations to deliver great results, including significant cost savings and improved operational performance.

Duration 5 days

Upgrading to Certified Lean Expert

This training will equip you with the additional practical tools that are essential to carry-out improvement initiatives at the shopfloor.

Duration 5 days

Upgrading to Certified Lean Master

By attending our upgrading to Lean Master training, you'll build on your existing Lean expert knowledge. You'll gain confidence to address lean issues and opportunities at both strategic and operational levels.
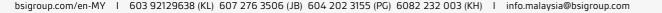
Duration 5 days

Basic Understanding of Lean & Value Stream Mapping (VSM)

This course provides you with a comprehensive overview of the principles, roadmap and techniques needed to transform a traditional organization to a Lean one.

Duration 2 days

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Problem Solving

Problem Solving Tools

The A3 Report : A Lean Problem Solving and Reporting Process

This course aims to provide you with a clear understanding of the importance of being Lean, including problem solving and reporting within the organization.

You'll be introduced to a simple yet effective tool that is able to capture the essence of the problem, analysis, action taken and the results. Hence the term "storyboard" is often used to describe the A3 report.

Duration 1 day

8-Discipline (8D) Team-oriented Problem Solving Techniques

The eight disciplines within 8D can be easily applied by all levels within any organization, and at the same time, provide a documented database of improvements.

This course will provide you with concepts and practical approaches to implement the 8D problem solving technique within your organization.

Duration 2 days

Increasing efficiency can positively impact effectiveness, compliance, resilience, social responsibility and profitability

Problem Solving Through 7QC Tools Made Easy

This course is based on a proven problem-solving model by Deming, who advocated the PDCA Cycle of Plan-Do-Check-Act. The 7 QC tools are the fundamental techniques used at the different stages in the PDCA cycle.

Duration 2 days

Effective Root Cause Analysis

This training course uses a practical approach to systematically state the problem, understand the situation, root up the cause, fix the cause and make sure the problem remains fixed.

A concise and yet flexible approach, this proven model can solve your day-to-day operational problems. Plus it can be expanded to solve more complicated problems, ensuring they are solved at the root cause level to effectively prevent recurrence.

Duration 2 days

Effective PDCA Management and Deployment Techniques

The PDCA cycle (Plan-Do-Check-Act) or the Deming Cycle, is often served as the foundation for problem solving and improvement methodologies. It is particularly useful for those using Lean Sigma or a ISO 9001 quality management system.

This course will provide you with an understanding of PDCA, how it can be used effectively, and common tools associated with the model.

Duration 1 day

Production Control

Developing the skills of your people is key to achieving improvement throughout your organization. Whether you're looking at environmental factors, health and safety, productivity or embedding cultural changes, having a workforce with the right skills is a critical enabler.

Process Mapping Toolbox Towards Excellence

This course will introduce you to the purpose of process mapping, the various approaches for daily operation and process improvement, and how to apply process mapping effectively in your organization.

Duration 2 days

Production Control Courses

5S Principles and Implementation

5S provides the fundamentals to maintain discipline in the workplace. The final outcome of 5S implementation is the marked improvement to the organization's productivity and profitability.

This course will provide you with the tools and knowledge to confidently implement 5S into your organization.

Duration 2 days

Internal Auditing of 5S Practices

This course is essential for organizations who are serious on the continual practice of 5-S and its incorporation into the organizational culture.

A 5S auditor plays an important role in assessing the status of 5S implementation and contributing ideas for enhancement of 5S practices.

Duration 2 days

Zero Defect Through Poka Yoke

This course will help you to get started on developing and implementing an error-proofing system for your organization using the Poka-Yoke method which seeks to remove the causes of defects.

Duration 1 day

Kaizen Implementation

This course is to train Lean Leaders on how Kaizen can be successfully implemented through work teams to enhance production quality, productivity and yield.

Duration 0.5 day

An Effective Calibration System

This course will help you to understand, plan and implement a cost effective calibration system into your organization.

You'll learn how to meet the requirements of quality management system standards and best-practices.

Duration 2 days

Fundamentals of Acceptance Sampling

The acceptance sampling method allows continuous control on the quality of products. It is a statistical procedure used in quality control that involves testing a batch of samples to determine if the proportion of units having a particular attribute exceeds a given percentage, and are thereby accepted or rejected.

This course will provide you with guidance on quality tools, the different types of acceptance sampling plans and their benefits and provides practical exercises to enhance your understanding.

Duration 1 day

Total Productive Maintenance (TPM): Key to Production Effectiveness

This course will provide you with a good overview of the concepts and practical approaches for implementing an effective TPM program. It provides an introduction to the eight pillars of TPM and the TPM implementation roadmap.

Duration 1 day

Zero Acceptance Number Sampling Plan

Acceptance sampling is a statistical procedure used in quality control. It involves testing.

This course introduces a zero acceptance number sampling plan, whereby the entire batch of products is only accepted if no rejects are found in the sampling. A variety of zero acceptance number sampling plans based on MIL-STD-1916 will be presented and discussed.

Duration 1 day

Gage Repeatability & Reproducibility (GR&R)

This course is based on the AIAG Measurement System Analysis (MSA) Reference Manual and will provide you with a good understanding of measurement system concepts.

GR&R is one of the components in Measurement System Analysis to assess precision of the measurement system. In other words, the ability to assess and analyse the capability of a measurement system to produce quality data is the pre-requisite to any data analysis initiative.

Duration 1 day

Quick Changeover for Operational Flexibility and Responsiveness

This course provide you with the practical knowledge to reduce changeover time and enhance your organisation's flexibility and responsiveness to meet customers' demands.

You'll learn the principles and techniques of quick changeover and how to implement a world-class changeover activity. As a result, small batch scheduling and production, as well as mix production, can be practiced effectively and efficiently.

Duration 1 day

Lean Office Practice: Improving Transactional Processes with Lean

This course is designed for individuals and teams who work in offices or supporting functions, and the service environment.

You will learn about Lean tools, how to identify waste, streamline, and improve process delivery efficiency. This will help you to create flow, reduce hand-offs, improve workplace organization, clarify and standardize work procedures, and subsequently improve transactional / office administrative delivery lead time.

Duration 1 day

Standard Operations with Training Within Industry (TWI)

A proven technique used extensively in the automotive industry, TWI is an essential component of the competency tool kit for all discerning supervisors, trainers and process owners. This course will provide you with the knowledge and skills to understand the TWI model and how to effectively put it to use.

Duration 1 day

Overall Equipment Effectiveness (OEE) Explained

This course looks at OEE in detail. You will be able to understand the waste and loss in terms of equipment optimization, and point towards improvement initiatives that can impact the bottom line.

Automotive industry manufacturers: Organizations that intend to be certified to IATF 16949:2016 are required to practice and establish maintenance objectives such as OEE.

Duration 1 day

Practical Design of Experiment (DOE) with Minitab Software

DOE is a strategic, enabling methodology to improve process yields and product quality. At the same time, it reduces the product development time and overall costs by changing one or more process characteristics after studying their effects on the product.

This course addresses all the essentials of DOE to ensure a successful implementation of this improvement tool.

Duration 2 days

Work Engineering for Smooth Flow Manufacturing

Work Engineering with focus on work methods and measurement is a proven practical and time-tested methodology to enhance your production or operational management, particularly in the areas of shortening cycle time and overall lead time of your conversion process.

Duration 2 days

Minitab software

Introduction to Minitab Software

Minitab has been widely used in the manufacturing environment in assisting the implementation of Statistical Process Control (SPC), Measurement System Analysis (MSA), Design of Experiment (DOE) and others statistical methodology in the contexts of Six Sigma Excellence. With the application of Minitab, you can automate the tedious calculation process and focus more on analyzing the results for process improvement.
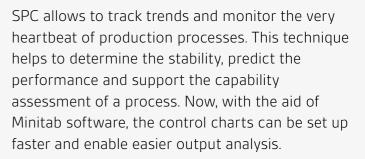
Duration 1 day

Measurement System Analysis (MSA) with Minitab Software

MSA keeps your measurements honest, accurate, and expected. It is an objective method to assess the validity of a measurement system and minimize the factors contributing to process variation that is actually stemming from the measurement system. With the aid of Minitab software, the assessment process to validate your measurement system is now faster and easier.

Duration 1 day

Statistical Process Control (SPC) with Minitab Software

SPC allows to track trends and monitor the very heartbeat of production processes. This technique helps to determine the stability, predict the performance and support the capability assessment of a process. Now, with the aid of Minitab software, the control charts can be set up faster and enable easier output analysis.

Duration 1 day

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Performance Management

Managing performance can give you better control by monitoring key indicators

Key Performance Indicator

Developing and Managing Key Performance Indicators (KPIs)

This course aims to help you understand balanced scorecard and performance management concepts so that you can develop team/function objectives and key performance indicators for individuals that align with your organization's strategy.

Duration 2 days

People Development

Managing People for Success

Good managers maximize time, talent and resources to raise profits and morale. However, people management does not come naturally to all. This course helps all managers, whether new to the task or seeking to enhance their effectiveness, to increase the achievements of their team.

Duration 2 days

Improving Personal Effectiveness and Productivity

This course will help you identify the common behaviours that prevent you from managing your time effectively and teach you the right tools to increase your productivity without working longer hours.

Duration 2 days

Confident Communication

This course looks at individual communication and provides techniques to improve confidence and ability. It provides basic understanding on the fundamentals of communication and is filled with practical tips for improvement in terms of delivery, receiving, as well as achieving the intended results right first time.

Duration 2 days

Training Excellence: Train the Trainer

This course equips trainers with up-to-date knowledge and skills. It enables them to deliver active training sessions that optimize learning.

This course is suitable for Individuals who wish to learn new techniques for delivering on-the-job training or in-house training, as well as the skills necessary for facilitating the learning process.

Duration 2 days

Essential Communication Skills For Auditors

This course introduces techniques for auditors to follow in communicating with auditee personnel to include making the initial contact, preparing the audit plan, interaction during conducting the audit in-brief, briefing and preparing the audit findings and recommendations.

Duration 1 day

The Art of Customer Complaints Handling

This course aims to instill the art of customer complaint handling, and to build customer loyalty to your business. Customer complaint handling skills are among the most valuable skill sets for any employee who deals with customers.

Duration 2 days

Impressive Presentation Skills

This course covers what makes great presentations and presenters. It covers the entire presentation process from planning, to preparation, delivery, up to managing the audience and their questions.

Duration 2 days

EI for Workplace

Emotional intelligence (EI) has recently been validated with about 25 major skills areas that can influence your career and create abilities that improve your worth at work.

This course will allow you to bring new life and opportunity to your working life, realise personal ambitions and improve your effectiveness through management of your emotions.
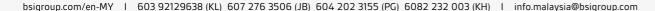
Duration 2 days

21st Century Supervisory Skills

This course explores the various functional needs of the present-day supervisor and equips the delegates with skills and knowledge for effective performance.

Duration 2 days

Quality Management

ISO 9001:2015

ISO 9001:2015

ISO 9001:2015 Requirements

This course will give you a thorough understanding of the history and development of ISO 9001:2015, key terms, definitions and the ISO standardized high level structure. You'll learn to interpret and apply the key concepts and principles of the standard to existing processes within your organization.

Duration 2 days includes optional online exam

Once you've successfully completed Internal or Lead Auditor training, you can follow our BSI Auditor Qualification pathway.

ISO 9001:2015 Implementation

Gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 9001:2015. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation, monitor your QMS and achieve continual quality improvement.

Duration 2 days includes optional online exam

Our ISO 9001 training will provide you with an awareness of quality management systems, tools and techniques for implementation and how to audit against the requirements of the standard. Having an internationally recognized Quality Management System (QMS) allows you to enhance organizational performance, increase customer satisfaction and gain a competitive edge.

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ISO 9001:2015 Internal Auditor

Optimize your auditing skills with the internationally recognized ISO 9001:2015 and boost your internal auditing capabilities. Gain confidence in planning and performing an effective audit, as well as reporting and taking corrective action where necessary.

Duration 2 days includes optional online exam.

Once you've successfully completed Internal or Lead Auditor training, you can follow our BSI Auditor Qualification pathway.

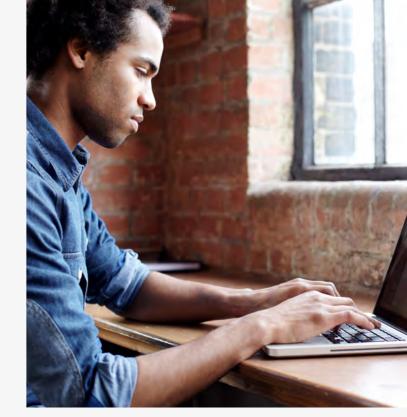## ISO 9001:2015 Lead Implementer

This course combines the ISO 9001 Requirements and Implementing courses, with an additional focus on leadership and management, followed by an exam. This will provide you with an in depth understanding of the standard; the best practice methods to implement the standard within your organization and ensuring itseffectiveness by teaching soft skills such as leadership, management, effective delegation, problem solving and motivation.

Duration 5 days

Supplier Auditing Training

By attending this course you'll gain the knowledge and skills to not only conduct supplier audits, but also identify whether requirements have been met to enable appropriate selection and management of suppliers within your organization.

Duration 2 days

CQI & IRCA Certified ISO 9001:2015 Lead Auditor

Using a step-by-step approach, you'll be guided through the entire audit process from initiation to follow-up. You'll gain the knowledge and skills required to undertake and lead a successful management systems audit. You'll sit a 2-hour exam to test your knowledge and understanding.

Duration 5 days

Once you've successfully completed Internal or Lead Auditor training, you can follow our BSI Auditor Qualification pathway.

ISO 9001:2015 Strategic Approach to Risk-Based Thinking

Develop an understanding of risk in the context of ISO HLS (high level structure) management system standards. You'll learn about the elements of risk-based thinking in ISO 9001:2015, quality management and undertake a deep dive into common theories. You'll observe a practical method for establishing, implementing and maintaining processes for risks and opportunities.

Duration 2 day

Remote Auditing

The course covers guidance on the processes and procedures required to perform remote audits, including the use of information and communication technology (ICT) to optimize the audit effectiveness and efficiency and support and maintain the integrity of the audit process. The focus of the course is on 1st and 2nd party audits.

Duration 1 day

To become a qualified Internal or Lead Auditor, you can follow our BSI Auditor Qualification pathway.

bsi Internal Auditor PROFESSIONAL

bsi Lead Auditor PROFESSIONAL

Automotive Management

IATF 16949:2016

IATF 16949:2016

IATF 16949:2016 is the global technical specification and quality management standard for the automotive industry. It outlines everything you need to know about achieving best practice when designing, developing, manufacturing, installing or servicing automotive products. Our experts can help you to understand and audit IATF 16949:2016 with our training courses.

IATF 16949:2016 Requirements

This course will help you identify key requirements, and the structure of an effective Automotive QMS and what this means for you. Gain a thorough understanding of the history and development of IATF 16949:2016, key terms, definitions, integration and the alignment to the ISO standardized high level structure. You'll learn to interpret the key concepts and principles of the standard.

Duration 2 days

IATF 16949:2016 Implementation

Develop the knowledge and skill required to implement an IATF 16949:2016 Automotive Quality Management System (AuQMS). Gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of IATF 16949:2016. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation, monitor your AuQMS and achieve continual quality improvement.

Duration 3 days

IATF 16949:2016 Internal Auditor

This course develops the necessary skills to assess and report on the conformance, and the effective implementation of processes, based on IATF 16949. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities. Gain confidence in planning and performing an effective audit; as well as reporting and assessing corrective action where necessary.

Duration 2 days

IATF 16949:2016 Lead Auditor

This course will allow you to consolidate your expertise with the latest developments and contribute to the continuous improvement of the business. You'll grasp the key principles and practices of effective AuQMS audits in line with IATF 16949:2016 and also ISO 19011 'Guidelines for auditing management systems'.

Duration 5 days

Measurement Systems Analysis (MSA)

Learn about methods used to assess the quality of a measurement system, and to understand the sources of variation present and the impact on the measurement result.

This course provides an overview of MSA and the approaches used to analyse both attribute and variable measurements systems defined in the MSA reference manual.

Duration 2 days

Total Productive Maintenance (TPM) for IATF 16949:2016

This course will provide you with a good overview of the concepts and practical approaches for implementing an effective TPM programme to align with IATF 16949:2016.

It provides an introduction to the eight pillars of TPM and the TPM implementation roadmap. You'll also learn how to identify production losses due to low Overall Equipment Effectiveness (OEE) and establish appropriate action plans.

Duration 1 day

Automotive Core Tools

Automotive Core Tools for Auditors (APQP, PPAP, FMEA, SPC, MSA)

Core tools in IATF 16949 are referring to APQP, PPAP, FMEA, SPC and MSA. These core tools are often difficult for users to master and it is even more challenging for auditors to understand and audit the application.

This course is designed to equip the automotive quality management system auditors with the essential knowledge on the core tools applications from the auditor perspectives.

Duration 2 days

Production Part Approval Process (PPAP)

Learn about the purpose of a PPAP, and understand the level of evidence required to ensure that all requirements are met.

This course provides an overview of the PPAP, and the generic PPAP process requirements for production parts as defined in the Production Part Approval reference manual.

Duration 1 day

Advanced Product Quality Planning (APQP) and Control Plan Methodology

Learn how important the APQP methodology is in achieving successful production part approval.

This course provides an overview of the tools, procedures and reporting requirements specified in the APQP and Control Plan reference manual (APQP and Control Plan Second Edition AIAG); detailing the critical steps in the Product Quality Planning Cycle and the role of the control plan(s).

Duration 1 day

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Statistical Process Control (SPC)

Learn how SPC can be used to evaluate process capability and process performance.

This course provides an overview of the methodology used to evaluate a process using statistical methods, and using this information to evaluate and take action on both the process and the output from the process.

Duration 2 days

Risk-Based Thinking for Automotive Supply Chain

This course will help you to understand risk-based thinking for the automotive supply chain. IATF 16949 aligns with the ten-clause structure of ISO 9001 Annex SL, which focuses on a process approach with risk based thinking (RBT).

Duration 3 days

AIAG-VDA

AIAG-VDA Process Failure Mode and Effect Analysis (PFMEA) (Version 1)

This course provides you with a hands-on approach using a case study to develop a PFMEA using the new methodology in line with the methods specified in the AIAG VDA Failure Mode and Effects Analysis FMEA Handbook Edition 1.

Duration 2 days

AIAG-VDA Failure Mode and Effect Analysis (DFMEA & PFMEA) (Version 1)

This course provides an overview and explanation of the AIAG-VDA FMEA key requirements. This course is deigned and structured to optimize your learning experiences by using our unique accelerated learning approach.

Duration 3 days

VDA 6.3

VDA 6.3 Process Audit (3rd Edition,2016)

This course is designed for participants who want to achieve their qualification as a certified VDA 6.3 process auditor in as short a time as possible.

Duration 5 days
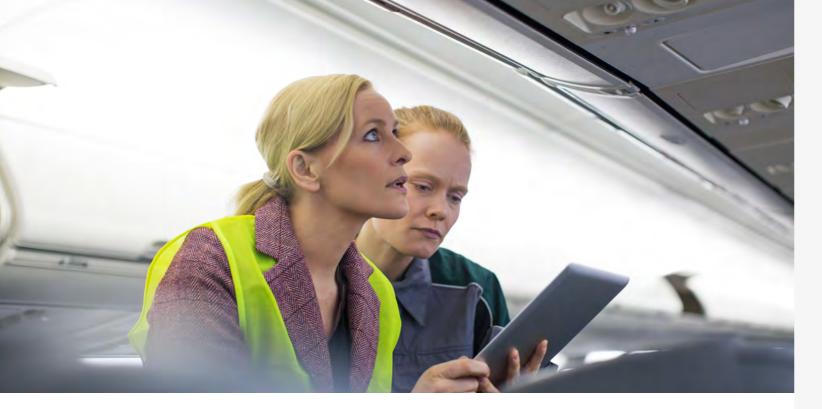
VDA 6.3 Qualification for Process Auditor

This course aims to help you understand process audits that align to VDA 6.3, and provides you with an in-depth understanding of the VDA 6.3 questionnaire.

It is specially designed for those looking at process audit aligned with the requirements of VDA 6.3. You'll learn about the audit requirements and concepts, and gain an in-depth understanding of how to use the questionnaire of VDA 6.3.

Duration 2 days

Aerospace Management

AS 9100

Having an internationally recognized Aerospace Quality Management System (AQMS) allows you to enhance organizational performance, increase customer satisfaction and gain a competitive edge.

AS 9100

AS/EN/JISQ 9100:2016 Requirements

Gain a thorough understanding of the history and development of 9100:2016, key terms, definitions and the integration and the alignment to the ISO standardized high level structure. You'll learn to interpret and apply the key concepts and principles of the standard to existing processes within your organization.

Duration 2 days

AS/EN/JISQ 9100:2016 Implementation

Gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of 9100:2016. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation, monitor your AQMS and achieve continual quality improvement.

Duration 3 days

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AS/EN/JISQ 9100:2016 Internal Auditor

This course develops the necessary skills to assess and report on the conformance, and implementation of processes, based on AS/EN/JISQ 9100:2016. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Duration 2 days

PROBITAS AS/EN/JISQ 9100:2016 Lead Auditor

Using a step-by-step approach, the course commences with establishing a foundation of knowledge in both Aerospace QMS and lead auditing requirements appropriate to the Aviation, Space and Defence (ASD) industries.

Duration 5 days

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Integrated Management

ISO 9001, ISO 14001 and ISO 45001

Management systems help you to get more from your organisation. And integrating these management systems allows you to get even more without investing extra time or money. You may have two management systems in place, you may have more. And it's not important whether you've tried integrating them before or not. We have the right training and resources to suit your level of experience.

ISO 9001, ISO 14001, ISO 45001

Effective Implementation of Documented Information Systems

With the publication of the latest ISO 9001 and 14001 Standards, a generic term of documented information has replaced the common terms of documents and records that have been used for the previous few generations of ISO standards.

Duration 1 day

IMS Awareness

This course is design to give an understanding of an effective quality, environmental and occupational health and safety management systems in an organization. ISO 9001, ISO 14001 and ISO 45001 are the management systems standards that are common as an integrated management system that relates to quality, environmental and occupational health and safety.

Duration 2 days

IMS Implementation

This course will give you the knowledge and confidence to implement integrated management systems, such as ISO 9001, ISO 14001 and ISO 45001.

You'll receive a detailed explanation of the requirements for an integrated management system, useful for both those already working with management systems as well as those who are new.

Duration 2 days

IMS Strategic Approach to Risk-based Thinking

This course will provide you with the skills and confidence to take a risk-based approach when managing your integrated management system (IMS). You'll also cover how to take a practical approach to developing a structured IMS.

Duration 2 days

IMS Internal Auditor

This course develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO 9001, ISO 14001 & ISO 45001. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Duration 3 days

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Building Information Modelling

ISO 19650

Building Information Modelling is about ensuring teams have the relevant knowledge and capabilities to achieve best practice. All our courses are aligned to the Government's definition of BIM Level 2 and you'll learn how to effectively manage information across all stages of your construction projects.

ISO 19650

BIM Fundamentals

Improve awareness and learn the basic BIM principles. You'll learn BIM concepts and how the UK is building it's capability and approach to deliver 'BIM Level 2'. You'll be introduced to the more detailed BSI courses which focus on specific aspects of ISO 19650 and the UK PAS 1192 series.

Duration 2 days

BIM Strategic Implementation

If you're implementing BIM into the organization, you'll learn best practice and begin to understand the business case and other benefits of BIM to your organization, clients/stakeholders and supply chains You'll also learn to develop detailed implementation plans.

Duration 1 day

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Building Information Modelling

BIM Masterclasses

BIM ISO 19650 Part 2: Project Delivery

For anyone implementing BIM on projects - clients, information managers and team leaders – you'll develop a detailed understanding of ISO 19650-2. Learn how information requirements and information delivery plans are developed, and the different functions and tasks involved in projects, including UK BIM implementation.

Duration 1 day

This course is part of a qualification pathway

BIM BS 1192 Part 4: Handover Information Exchange*

Obtain the benefits of the UK use of COBie as the digital information exchange between design/supply chain and the client/operator. You'll be introduced to BS 1192, collaborative working, along with the importance of clear Asset Information Requirements and a checkable digital Plan of Work.

Duration 1 day

This course is part of a qualification pathway

BIM PAS 1192 Part 3: Asset Management*

Learn how information requirements are developed.

Duration 1 day

This course is part of a qualification pathway

BIM PAS 1192 Part 5: Security and BIM

This course will help you engage with the security implications arising from BIM Levels 1 and 2. The course will guide you through the contents of PAS 1192-5 and how security impacts their roles (client, asset owner, designer, contractor, facilities manager, etc.).

Duration 1 day

This course is part of a qualification pathway

BIM PAS 1192 Part 6: Health and Safety

This course will help you obtain the benefits of structured health and safety information and its digital information exchange amongst design/supply chain and the client/operator.

Duration 1 day

This course is part of a qualification pathway

To become a BIM Practitioner or Professional you can follow our qualification pathways.

bsi BIM Project Information PRACTITIONER

bsi BIM Project Information PROFESSIONAL

bsi BIM Asset Information PRACTITIONER

bsi BIM Asset Information PROFESSIONAL

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Asset Management

ISO 55001:2014

Our experts can help you to understand and audit an Asset Management System, enabling you to better manage financial, physical or organizational assets. This could lead to better operating results, performance and improve your bottom line.

ISO 55001:2014

Fundamentals of Asset Management

This interactive course will provide an overview of asset management, what it is and what it can do for your organization. It shares the latest thinking, processes, methods and tools in joined up management of any asset. If you have an interest in or responsibility for physical or other assets, risk management, resourcing operations, technical services, quality management or organizational development, you'll find this course beneficial.

Duration 2 days

Asset Management: Requirements of ISO 55001:2014

You'll explore in depth the organizational implications of the international standard for asset management (ISO 55001:2014). The course aim is to explain the main requirements of ISO 55001:2014 and its organizational benefits.

Duration 1 day

Key Elements of Auditing
ISO 55001:2014

This course provides a solid foundation in key aspects of the audit process. You'll be taken through a structured programme including a balance of theory and practice using a combination of collaborative learning and practical activities. Key guidance will be given and practical experience in planning, executing, and reporting asset management system audits. If you coordinate internal audit activities or lead management systems audits against ISO 55001, you'll find this course useful. Should you wish to refresh your asset management audit skills then this course may be of interest.

Duration 1 day

Facilities Management

ISO 41001:2018

In a globally-competitive environment, Facility Management (FM) organizations and providers need to communicate among themselves and with interested parties using common principles, concepts and terms, including the assessment and measurement of performance. The adoption of a facility management system (FMS) is intended to enable an organization to improve its FM performance and to manage its FM risks. Delivery of practical and precise FM raises the standard of care and increase levels of quality, thereby stimulating organizational maturity and competition.

ISO 41001:2018

ISO 41001:2018 Requirements

This training course provides the basis for a common interpretation and understanding of facility management systems and the ways in which it can benefit organizations of all kinds. Obtain detailed knowledge of the key terms, definitions and requirements of ISO 41001:2018 and find out how the standard can help your organization to better assess and measure facility management.
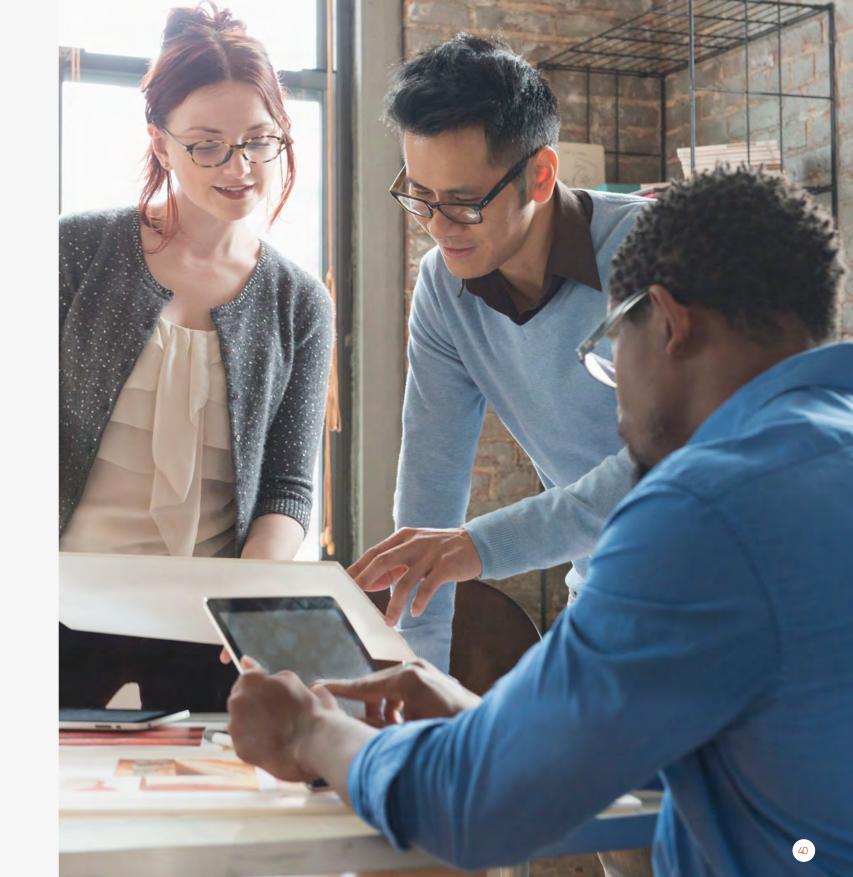
Duration 1 day

ISO 41001:2018 Implementation

This course will equip you with the required skills to conduct a baseline review of your organization's current position and implement the key principles of ISO 41001. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation and monitor your FMS. You'll follow a typical framework for implementing an FMS based on ISO 41001:2018.

Duration 2 days

ISO 41001:2018 Internal Auditor

An internal audit is an essential element to an effective FMS, and by attending this course you will benefit by learning and developing the skills to help improve your organization's FM performance. This course develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO 41001. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports, and complete follow-up activities.

Duration 2 days

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Organizational Resilience

An organizational resilience approach will encourage you to look beyond risk management towards a more holistic view of your business health and success. A resilient organization should not only survive over the long term, but flourish and pass the test of time. Our suite of organizational resilience training courses will help you, as a manager or senior leader, to build the principles of resilience into your business.

Foundations of Organizational Resilience

Are you a manager with an interest in the long term success of your business? If so, this two-day course will enable you to explore the key factors that are critical to building resilience into your organization. The principles of this course are underpinned by published standards including Organizational Resilience (BS 65000) which was developed in consultation with industry leaders. Drawing together a vast wealth of expertise and knowledge, the course will challenge you to look at four key themes – leadership, people, processes and products – to understand where and how you can continually strive for excellence.

Duration 2 days

Senior Level Organizational Resilience Workshop

Do you lead your organization and make decisions that affect the future wellbeing of the business both in good and bad times? This facilitated workshop will inform you of the very latest management thinking and equip you with tools to apply and build resilience into your organization. It combines new research findings on the topic of resilience, innovative management tools and best practise to address challenging issues or deal with uncertainty. BSI's Benchmark Tool, used to create the world's first Organizational Resilience Index, is incorporated as a key part of the workshop. It will give you a unique insight into the perception of your organization, the alignment of your team, where the organization potentially needs to focus and next steps.

Duration 1 day facilitated workshop

Occupational Health and Safety

ISO 45001:2018

Whatever the size or nature of your organization, quality occupational health and safety training is vital to success – first-class internal processes are reflected in quality customer service delivery. Work with us to gain ISO 45001 and gain the confidence and competencies to eliminate occupational and health risks to all stakeholders.

ISO 45001:2018

ISO 45001:2018 Requirements

Identify the structure and requirements of an effective management system, and what this means for you. Gain a thorough understanding of the history and what this means for you. Gain a thorough understanding of the history and development of ISO 45001, key terms, definitions, and the ISO standardized high level structure. You'll learn to interpret and apply the key concepts and principles of the standard to existing processes within your organization.

Duration 2 days includes optional online exam

Once you've successfully completed Internal or Lead Auditor training, you can follow our BSI Auditor Qualification pathway.

ISO 45001:2018 Implementation

Gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 45001. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation and monitor your OH&S MS.

Duration 2 days includes optional online exam

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ISO 45001:2018 Internal Auditor

An internal audit is an essential element to an effective OH&S MS, and by attending this course you will benefit by learning and developing the skills to help improve your organization's OH&S performance. You'll develop the necessary skills to assess and report on the conformance and implementation of processes based on ISO 45001.

Duration 2 days includes optional online exam

Once you've successfully completed Internal or Lead Auditor training, you can follow our BSI Auditor Qualification pathway.

CQI & IRCA Certified ISO 45001:2018 Lead Auditor

This course teaches the fundamental auditing principles and practices in conformance with national and international accepted norms and regulations relating to OH&S requirements. By attending, you will gain the necessary auditing skills through activity-based learning, and practical auditing experience with coaching, group workshops and open forum discussions.

Duration 5 days

Once you've successfully completed Internal or Lead Auditor training, you can follow our BSI Auditor Qualification pathway.

ISO 45001:2018 Lead Implementer

This course combines our ISO 45001 Requirements and Implementation courses, with additional content on leadership, finishing with an examination. This will provide you with the necessary skills and tools to lead the implementation of an Occupational Health and Safety Management System.
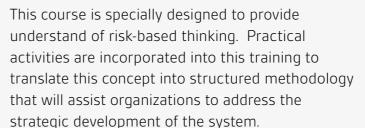
Duration 5 days

OHS Risk Assessment (based on ISO 45001:2018)

OH&S Risk Assessment process is the core process for occupational health and safety risk management. An organization needs to identify risks through the process of finding, recognizing and describing the risks that are present in the workplace. This leads to risk analysis and risk evaluation before any risk treatment can be instituted to reach an acceptable or tolerable risk level.

Duration 1 day

ISO 45001:2018 Strategic Approach to Risk-based Thinking

This course is specially designed to provide understand of risk-based thinking. Practical activities are incorporated into this training to translate this concept into structured methodology that will assist organizations to address the strategic development of the system.

Duration 2 days

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Hazardous Chemical Management

This course will provide you with the necessary knowledge to manage hazardous chemicals within your organization including labelling, classification, storage, handling, processing and disposal.

Duration 1 day

Incident Investigation for Safety & Health Committee

Under the Occupational Safety and Health Act 1994, the Safety and Health Committee has been entrusted with the responsibility to conduct incident investigation. The objective is to ensure that incidents are prevented from recurrence. To achieve this, a systematic approach is required and this is just the course for you.

Duration 1 day

Malaysian OHS Laws Interpretation & Application

This course will help to equip yourself with adequate understanding on how to decode and apply the legal requirements that applicable to your industry. Consequently, update your legal register to meet part of clause 6.1.3 of ISO 45001.

Duration 1 day

OHS Risk Assessment (based on ISO 45001:2018)

OH&S Risk Assessment process is the core process for occupational health and safety risk management. An organization needs to identify risks through the process of finding, recognizing and describing the risks that are present in the workplace. This leads to risk analysis and risk evaluation before any risk treatment can be instituted to reach an acceptable or tolerable risk level.

Duration 1 day

To become a qualified Internal or Lead Auditor, you can follow our BSI Auditor Qualification pathway.

Information Security

ISO/IEC 27001:2013

Our ISO/IEC 27001 training courses follow a structure to help you familiarize yourself with the standard, understand how to implement an ISMS, and how to audit it.

ISO/IEC 27001:2013

ISO/IEC 27001:2013 Requirements

Our expert tutors will explain the requirements of ISO/IEC 27001:2013 to help you understand how it could apply to your organization and the potential benefits of adopting it.

Duration 1 day includes optional online exam

Once you've successfully completed Internal or Lead Auditor training, you can follow our BSI Auditor Qualification pathway.

ISO/IEC 27001:2013 Implementation

You should already have a good understanding of the requirements of the current standard. Our tutors will tap into your knowledge to develop your skill and understanding of the practicalities involved when setting up a typical management system framework that conforms with ISO/IEC 27001:2013.

Duration 2 days includes optional online exam

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"This was an excellent course delivered in a highly professional manner and exceeded my expectations on the subject matter. I will be looking to implement what I have learned within my business."

Recent ISO 27001 BSI Training Delegate

ISO/IEC 27001:2013 Lead Implementer

We'll teach you how to set up an ISMS that conforms to ISO/IEC 27001:2013 in an organization. You'll focus on developing your project management ability to lead a team with the implementation of an ISMS in your business.
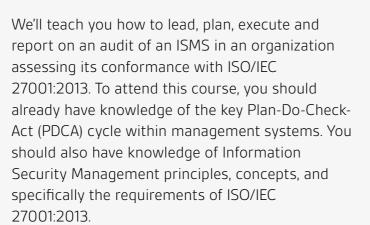
Duration 5 days

ISO/IEC 27001:2013 Internal Auditor

You'll learn how to plan, execute and report on an audit of an ISMS in an organization assessing its conformance with ISO/IEC 27001:2013. You should already have a good understanding of the requirements of the current standard, and our tutors will expand on your existing knowledge to help you develop the specialized skill and expertise to conduct an internal audit.

Duration 2 days includes optional online exam

Once you've successfully completed Internal or Lead Auditor training, you can follow our BSI Auditor Qualification pathway.

CQI and IRCA Certified ISO/IEC 27001:2013 Lead Auditor

We'll teach you how to lead, plan, execute and report on an audit of an ISMS in an organization assessing its conformance with ISO/IEC 27001:2013. To attend this course, you should already have knowledge of the key Plan-Do-Check-Act (PDCA) cycle within management systems. You should also have knowledge of Information Security Management principles, concepts, and specifically the requirements of ISO/IEC 27001:2013.

Duration 5 days

Once you've successfully completed Internal or Lead Auditor training, you can follow our BSI Auditor Qualification pathway.

Today, in this highly interconnected world, protecting information is increasingly important. Organizations need to ensure they secure personal records and commercially sensitive information from business risk and vulnerabilities. With our range of information security training courses we can help you get the knowledge and skills you need to build resilience around your information security management.

Cloud Security

With predictions that more than $1 trillion in IT spending will be directly or indirectly affected by the shift to cloud during the next five years, cloud computing isn't something that organizations can ignore. There are still concerns over using cloud services and the best approach for adoption. That's where we can help. Our Cloud Security training courses can help you to understand the key drivers and help select the best practice approaches that suit your organization and build greater resilience when working with the cloud.

Online training

Introduction to Cloud Security and CSA STAR Certification

This provides insight into the fundamentals of cloud computing, its advantages and disadvantages. It provides an insight into how CSA STAR certification can help you decide whether to outsource your services to a cloud service provider, by giving you confidence that the cloud service provider has been independently assessed by an external certification body.

Duration 1 day

Auditing Cloud Security for STAR Certification

Led by an experienced tutor, this course will help you learn how to audit cloud security for the STAR certification programme and learn how to apply the maturity model when auditing a provider's security controls.

Duration 1 day

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Advanced Cloud Security Auditing for CSA STAR Certification

Led by an experienced tutor, this advanced course commences with the 'Auditing Cloud Security for CSA STAR Certification' programme before concentrating on how a CSA STAR rating is determined using a detailed case study.

Duration 2 days

Certified STAR Auditor

Led by an experienced tutor, this two day course will help you learn how to conduct an audit for STAR certification and will work through a detailed case study to teach you how to determine a rating for STAR certification. To successfully complete this course, you will need to pass an examination.

Duration 2 days

Information Security Controls for Cloud Services ISO/IEC 27017:2015

Learn how to recognize and select the appropriate ISO/IEC 27017:2015 controls to manage cloud service risks, as identified in your ISO/IEC 27001 Information Security Management System (ISMS) risk assessment.

Duration 2 days

Protection of Personally Identifiable Information (PII) In Public Clouds ISO/IEC 27018:2019

This course is aimed at assisting cloud service providers and their customers understand the additional guidance and controls contained within ISO/IEC 27018. The additional controls will enable providers and their customers to comply with any applicable legislation and regulations and better protect information when processing PII in the Cloud.

Duration 1 day

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Data Protection

The rapidly increasing volumes of data is putting pressure on organizations to govern information effectively. With expert training, you'll learn how to establish a framework and understand the importance of forensic capabilities – enabling you to identify where a breach might occur and how to recognise if data was compromised.

ISO/IEC 27701

ISO/IEC 27701:2019 Requirements

Understand how ISO/IEC 27701 can extend your ISO/IEC 27001 information security management system (ISMS) to include requirements for protecting personally identifiable information (PII) and provide a framework for a privacy information management system (PIMS).

Duration 1 day

ISO/IEC 27701:2019 Implementation

This course will help you to provide a typical framework for extending your ISO/IEC 27001 information security management system (ISMS) including the more specific requirements and guidance for protecting your organization's personally identifiable information (PII), together constituting a privacy information management system (PIMS).

Duration 2 days

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ISO/IEC 27701:2019 Internal Auditor

This course will provide you with sufficient information on auditing your ISO/IEC 27701:2019 implementation to enable you and your organization to understand, detect, correct and monitor the effectiveness of the framework. You'll be provided with a series of practical exercises and class discussions, which will develop your internal audit ability.

Duration 2 days

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Cybersecurity and Information Resilience

With our wealth of practical expertise in the fields of information security, data protection, privacy management and cloud security, our training can help you both enhance your career and build information resilience within your organization. Take advantage of our subject matter experts and thought leaders as they train, guide and prepare you to become certified in these specialized areas.

Privacy and data protection

Data Protection and Privacy Foundations (GDPR)

A one day foundation, non-technical course for both technical and general management interested in learning about GDPR and compliance around the regulation.

Duration 1 day

Certified Information Privacy Professional Europe (CIPP|E)

The course examines industry best practices in privacy compliance concepts of data protection and trans-border data flows. The CIPP/E covers critical topics like the EU-U.S. Privacy Shield and the GDPR.

Duration 2 days

Service Management

ISO/IEC 20000-1:2018

ISO/IEC 20000-1 is ideal for any service provider, large or small, who wants to provide assurance in the quality of the services they deliver. It's commonly used for IT services, facilities management and business services to help ensure effective and resilient services in today's changing service delivery environment. Internationally recognized, ISO/IEC 20000-1 is the best practice framework for a service management system that helps you to provide a consistent, reliable service.

ISO/IEC 20000-1:2018

ISO/IEC 20000-1:2018 Requirements

You'll learn about the ISO/IEC 20000-1 requirements and how to interpret and apply the key concepts and principles of the standard to existing processes within your organization.
This course will help anyone involved in defining, planning, auditing, implementing or managing a service management system (SMS) based on ISO/IEC 20000-1:2018.

Duration 1 day

ISO/IEC 20000-1:2018 Implementation

By attending this course you'll discover how to implement an SMS based on ISO/IEC 20000-1:2018. Using a step-by-step approach with the aid of a toolkit, you'll learn how to develop an implementation plan, create necessary documentation and implement your SMS. You'll follow a typical framework for implementing an SMS based on ISO/IEC 20000-1:2018.

Duration 2 days

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ISO/IEC 20000-1:2018 Lead Implementer

This course combines the ISO/IEC 20000-1:2018 Requirements and Implementing courses, with an additional focus on leadership and management, followed by an exam. This will provide you with an in depth understanding of the standard; the best practice methods to implement the standard within your organization and ensuring its effectiveness by teaching soft skills such as leadership, management, effective delegation, problem solving and motivation.

Duration 5 days

CQI & IRCA ISO/IEC 20000-1:2018 Lead Auditor

Using a step-by-step approach, you'll be guided through the entire audit process from initiation to follow-up in accordance with ISO 19011. You'll gain the knowledge and skills to undertake and effectively lead a successful service management systems audit and drive improvement. You'll sit a 2 hour exam to test your knowledge and understanding.

Duration 5 days

ISO/IEC 20000-1:2018 Implementing Changes

Learn what is needed when transitioning a SMS from ISO/IEC 20000- 1:2011 to ISO/IEC 20000-1:2018 so your organization can respond to changing service management trends and deliver a valuable service. Discover how to implement the key differences in requirements between ISO/IEC 20000-1:2011 and ISO/IEC 20000-1:2018, and develop a transition action plan.

Duration 1 day

ISO/IEC 20000-1:2018 Internal Auditor

An internal audit is an essential element of an effective SMS, and by attending this course you'll develop the auditing skills to help improve your organization's SMS performance. You'll learn how to assess and report on the conformity and effectiveness of an SMS based on ISO/IEC 20000-1:2018. You'll also gain the skills to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Duration 2 days

Transition training

ISO/IEC 20000-1:2018 Transition

If you are familiar with ISO/IEC 20000-1:2011 and interested in finding out more about the changes for the updated standard, then this course will help you identify the gaps in your current SMS. Learn about the changes to the standard now its aligned to the ISO high level structure and how to prepare for transition.

Duration 1 day

CQI & IRCA ISO/IEC 20000-1:2018 Auditor Transition

If you've already learnt how ISO/IEC 20000-1:2018 differs and are an ISO/IEC 20000-1:2011 Internal or Lead Auditor wanting the expertise to audit to the revised ISO/IEC 20000-1 SMS standard, then this course is for you. You will learn how to audit the key differences between the standards.

Duration 2 day

ISO/IEC 20000-1:2018 Implementing Changes

Learn what is needed when transitioning a SMS from ISO/IEC 20000- 1:2011 to ISO/IEC 20000-1:2018 so your organization can respond to changing service management trends and deliver a valuable service. Discover how to implement the key differences in requirements between ISO/IEC 20000-1:2011 and ISO/IEC 20000-1:2018, and develop a transition action plan.

Duration 1 day

ISO/IEC 20000-1:2018 Senior Management Transition Briefing

As a business leader, your commitment and support are crucial to the success of your organization's SMS. This senior management briefing highlights the differences in top management leadership and commitment requirements between ISO/IEC 20000-1:2011 and ISO 20000-1:2018. Through this you'll gain a better understanding of both your organization's obligations and your personal responsibilities. It will enable you to develop action plans for implementing key leadership activities.

Duration 2 hours

ISO/IEC 20000-1:2018 Senior Management Briefing

As a business leader, your commitment and support are crucial to the success of your organization's SMS. This senior management briefing will help you to identify, discuss and understand the leadership requirements of information technology – service management, as described in ISO/IEC 20000-1:2018. It will give you a better understanding of both your organization's obligations and your personal responsibilities. It will enable you to develop action plans for implementing key leadership activities.

Duration 2 hours

Business Continuity

ISO 22301:2019

The impact of disasters on business can be substantial, regardless of the size of your organization. ISO 22301, the standard for Business Continuity, is suitable for complex, global organizations — but it's just as relevant for smaller organizations too. ISO 22301 provides an international best practice framework for identifying potential threats, evaluating their impact and developing capability to minimize the impact of disruption.

ISO 22301:2019

ISO 22301:2019 Requirements

Understand effective business continuity management in an organization by providing a systematic approach to achieving its operation and continual improvement. An ISO 22301 framework can help you operate and maintain processes, capabilities and response structures for ensuring the organization will survive disruptions and provide assurance to your stakeholders.

Duration 1 day

ISO 22301:2019 Implementation

ISO 22301 will provide a framework for maintaining and improving compliance with business continuity requirements and good practice. Learn how to establish a business continuity management system within your organization, clarifying roles and responsibilities during disruption. You'll identify and protect business critical functions, building resilience and capability to continue operating during unexpected events.

Duration 2 days

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ISO 22301:2019 Internal Auditor

Gain guidance and practical experience in planning, executing, reporting and following up an internal audit, when monitoring the effectiveness and conformity of a business continuity management system to ISO 22301:2019.

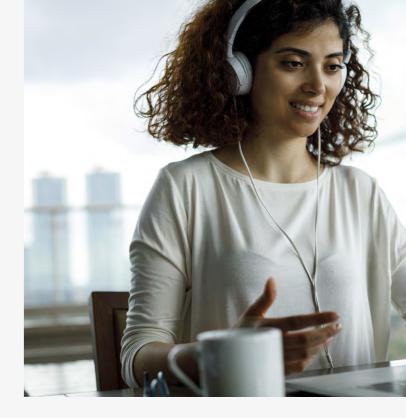Duration 2 days

ISO 22301:2019 Transition

This course explores the differences between ISO 22301:2012 and ISO 22301:2019. By attending, you'll be able to identify the gaps in your current Business Continuity Management System (BCMS) and start planning your transition to the new standard.

Duration 1 day

Crisis Management

This course helps you understand the principles and practices of incident and crisis management. You'll learn how to develop and manage relevant incident and crisis management response(s).

Duration 1 day

ISO 22301:2019 Lead Implementer

This course is our 3 day implementation course with additional content on leadership, finishing with an examination. This will provide you with the necessary skills and tools to lead the implementation of a Business Continuity Management System.

Duration 5 days

CQI & IRCA ISO 22301:2019 Lead Auditor

Learn the knowledge and skills required to perform first, second and third-party audits of business continuity management system against ISO 22301, in accordance with ISO 19011 and ISO/IEC 17021, as applicable.

Duration 5 days

Business Impact Analysis

This course enables delegates to understand the principles and practices of Business Impact Analysis and apply these in order to inform organizations regarding resilience and recovery strategies.

Duration 1 day

Business Continuity Plans (BCP) Principles and Practices

This course enables you to understand the principles and practices of Business Continuity Plans, identify where they are applicable and where they are not. You will have the skills to construct a BCP that's relevant to your situation.

Duration 1 day

People Aspects of Business Continuity Management Training Course

The course explores the key concepts of people and human risk from the standpoint of human resource professionals and risk professionals. This will enable critical thinking around the themes of risk appetite and risk assessment techniques as well as recovery strategies.

Duration 1 day

Guidelines for Supply Chain Aspects of Business Continuity Training Course (ISO/TS 22318:2015)

This course is aimed at assisting organizations of any type and size to understand the additional business continuity guidance contained within the technical specification.

Duration 1 day

Pandemic Preparedness and Business Continuity

This course will teach you how to plan for pandemic-specific impacts to your organization, how to use that information to build a business continuity plan.

Duration 1 day

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Risk Management

ISO 31000:2018

ISO 31000:2018

ISO 31000:2018 Introduction

BSI's one-day training course will enable you to understand risk management, learn about ISO 31000 and get the foundation you need to start managing your organization's risks effectively.

Duration 1 day

ISO 31000:2018 Implementation

Gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 31000:2018. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation, develop your risk management process, and achieve continual improvement.

Duration 2 days

ISO 31000 is the international standard for risk management. By providing comprehensive principles and guidelines, this standard helps organizations with their risk analysis and risk assessments. Whether you work in a public, private or community enterprise, you can benefit from ISO 31000, because it applies to most business activities including planning, management operations and communication processes. Whilst all organizations manage risk to some extent, the best-practice recommendations of this international standard were developed to improve management techniques and ensure safety and security in the workplace at all times.

Risk in Medical Devices

Introduction to Risk Management for Medical Devices

This course helps medical device professionals gain an understanding of how ISO 14971 can improve their business and risk management efforts. You'll also understand how ISO 14971 applies to ISO 13485. The training includes exercises, and you'll have the chance to ask questions about ISO 14971 and risk management, so you can apply what you learn to your organization.

Duration 1 day

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Anti-Bribery

ISO 37001:2016

ISO 37001 is the international standard designed to help organizations implement an anti-bribery management system. It specifies a series of measures your organization can implement to help prevent, detect and address bribery. Designed to be integrated into your organization's existing management processes and controls, ISO 37001 also follows the common ISO structure for management system standards, for easy integration with ISO 9001 for example.

ISO 37001:2016

ISO 37001:2016 Requirements

This course introduces the concepts of anti-bribery, explains the benefits of an ABMS and the key requirements and context of ISO 37001:2016. It's applicable to all organizations including the public, private and voluntary / not-for-profit sectors.

Duration 1 day

ISO 37001:2016 Implementation

This course will guide you through the implementation of an ISO 37001 ABMS using a combination of practical exercises and class discussions. You will also receive a take-home reference toolkit containing essential documents and information you can reference and use during your organization's implementation process.

Duration 2 days

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ISO 37001:2016 Internal Auditor

This innovative course provides a solid foundation in all aspects of the audit process. You will be taken through a structured programme stage by stage that includes a balance of theory and practice. Using a combination of collaborative, accelerated learning and practical activities you will gain an understanding of the key activities for auditing.

Duration 2 days

ISO 37001:2016 Lead Auditor

You'll gain the necessary auditing skills through activity-based learning, and practical auditing experience with coaching, group workshops and open forum discussions. Experienced BSI tutors will guide you through the entire audit process; from initiation to conducting audit follow-up.

Duration 5 days

ISO 37001:2016 Anti-Bribery Best Practice Programme

This course implements the concepts of anti-bribery, explains the benefits of an ABMS and the key requirements and context to audit against that of ISO 37001:2016.

Duration 5 days

Understanding Bribery and Effective Due Diligence

This two-day course focuses on the operational and technical challenges faced in understanding bribery and effective due diligence. Delegates attending this course will gain an understanding of the nature and impact of bribery, the harm it can do, the risk it poses to organizations and the methods used to identify risk through an effective assessment.

Duration 2 days

ISO 37001:2016 Anti-bribery Management System Senior Management Briefing

Led by an experienced BSI tutor, this course will provide a senior management briefing of anti-bribery, and an awareness of the International Standard for anti-bribery management systems (ABMS).

Duration 0.5 day

Food and Drink

FSSC 22000

FSSC 22000 is the management system standard for food safety (FSMS) that is aligned to internationally recognized best practice, and through ISO 22000:2018 as its basis, makes use of the ISO high level structure. FSSC 22000 helps organizations to provide safe food by proactively improving their FSMS performance.

FSSC 22000

FSSC 22000 v5 Understanding

You'll learn about the requirements of an effective FSMS based on FSSC 22000. Gain a thorough insight into FSMS and the key concepts and structure of FSSC 22000, key terms, definitions and the ISO standardized high level structure. You'll learn to interpret and apply the key concepts and principles of the standard to existing processes within your organization.

Duration 1 day

FSSC 22000 v5 Implementation

You will gain the required skills to conduct a baseline review of your organization's current position and implement the key principles of FSSC 22000 using a typical framework. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation and monitor your FSMS Plan.

Duration 2 days

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FSSC 22000 v5 Internal Auditor

Building on an understanding of FSSC 22000 and the key principles of an FSMS, this course develops the necessary skills to assess and report on the conformance and implementation of processes based on FSSC 22000. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports, and complete follow-up activities.

Duration 2 days

FSSC 22000 v5 Implementing Changes

This course will assist and provide you with the information needed to carry out an effective transition to the new requirements whilst giving you a thorough understanding of the changes to the standard, including the new ISO high level structure (HLS). Discover how to apply the key changes to FSSC 22000 version 5 and develop a transition action plan.

Duration 1 day

BRCGS Global Standard For Food Safety Issue 8 : Auditor Training

This course designed to help delegates to gain a firm understanding of the standard, and learn how to undertake a BRC Global Standards audit. Auditing techniques will be practiced and developed, to include the auditor competency skills required of GFSI scheme auditors.

Duration 3 days

BRCGS

FSSC 22000 Version 5 Food Safety Management Systems Auditor/Lead Auditor Training Course

Over five days you'll gain the knowledge and skills required to plan, conduct, report on and follow up a successful FSSC 22000 version 5 food safety management system audit. Using a step-by-step approach, you'll be guided through the entire audit process from initiation to follow-up according to best practice techniques.

Duration 5 days

BRCGS Global Standard For Food Safety Issue 8 - Issue 7 To 8 Conversion For Sites

This course is designed to help delegates to gain a firm understanding of the revisions to the requirements of the BRCGS Global Standard for Food Safety, and to equip technical teams to successfully implement new ways of working in order to comply to Issue 8 of the BRCGS Standard on-site.

Duration 1 day

BRCGS Global Standard For Food Safety Issue 8 - Issue 7 To 8 Conversion For Auditors

This course is designed to help delegates to gain a firm understanding of the revisions to the requirements of the BRCGS Global Standard for Food Safety, and to equip technical teams to successfully implement new ways of working in order to comply to Issue 8 of the BRCGS Standard on-site.

Duration 2 days

BRCGS Global Standard For Food Safety Issue 8:Sites Training

This course gives technical, quality and operations staff from manufacturers, retailers, and food service companies the opportunity to form a clear understanding of the protocols and requirements of the BRCGS Global Standard for Food Safety Issue 8, including audit planning, and the events during and after the audit.

Duration 2 days

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BRCGS Internal Auditor

This course is to enable to undertake internal audits and prepare companies for third party audits.

Duration 2 days

BRCGS Global Standard For Food Safety Issue 8 : Lead Auditor

This course designed to help delegates to gain a firm understanding of the standard, and learn how to undertake a BRC Global Standards audit. Auditing techniques will be practiced and developed, to include the auditor competency skills required of GFSI scheme auditors.

Duration 5 days

BRCGS Hazard Analysis and Critical Control Points (HACCP)

The purpose of this course is to train technical and quality staff from sites who need to be able to establish and implement a hazard analysis and critical control point (HACCP) system.

Duration 2 days

BRCGS Validation and Verification

This course will provide delegates with a thorough understanding of validation and verification so they know the level of detail required for each process and are able to use validation and verification in practice.

Duration 1 day

BRCGS Global Standard For Storage & Distribution Issue 3 : Auditor training

The intention of the course is to train current auditors of other schemes who wish to audit Global Standard for Storage and Distribution.

Duration 2 days

BRCGS Global Standard For Storage & Distribution Issue 3 : Understanding the Requirements

This course gives technical, quality and operations staff from the logistics industry, retailers and food service companies a clear understanding of the protocols and requirements of the BRCGS Global Standard for Storage and Distribution.

Duration 1 day

BRCGS Risk Assessment

This course is to provide delegates with a thorough understanding of risk assessment and enable them to use different risk assessment models.

Duration 1 day

BRCGS Root Cause Analysis

This course is to provide delegates with a thorough understanding of root cause analysis (RCA) to know the importance of RCA, and to be able to perform RCA competently. This is especially helpful when implementing some of the requirements in the BRCGS Standards.

Duration 1 day

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ISO 22000

The ISO 22000:2018 gives food safety professionals and other interested parties an opportunity to understand the changes being made to this transitioning standard.

ISO 22000:2018 Requirements

Identify the structure and requirements of an effective management system, and what this means for you. Gain a thorough insight into food safety management systems and the key concepts and structure of ISO 22000, key terms, definitions and the ISO standardized high level structure.

Duration 1 day

ISO 22000:2018 Implementation

In this course you will gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 22000. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation and monitor your FSMS Plan.
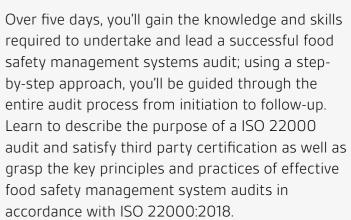
Duration 2 days

ISO 22000:2018 Lead Implementer

This training combines our ISO 22000 requirements and implementation courses, with an additional 2 days of content with examination. This will provide you with: An in depth understanding of the standard; the best practice methods to implement the standard within your organization; and ensure its effectiveness by teaching you management skills such as leadership, effective delegation, problem solving and motivation.

Duration 5 days

ISO 22000:2018 Internal Auditor

This course develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO 22000. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports, and complete follow-up activities.

Duration 2 days

CQI/IRCA Certified ISO 22000:2018 Lead Auditor

Over five days, you'll gain the knowledge and skills required to undertake and lead a successful food safety management systems audit; using a step-by-step approach, you'll be guided through the entire audit process from initiation to follow-up. Learn to describe the purpose of a ISO 22000 audit and satisfy third party certification as well as grasp the key principles and practices of effective food safety management system audits in accordance with ISO 22000:2018.

Duration 5 days

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ISO 22000:2018 Transition

Learn about the new ISO high level structure and the differences between ISO 22000:2005 and ISO 22000:2018.

Duration 1 day

CQI and IRCA Certified ISO 22000:2018 Auditor Transition

This course is designed to highlight the key differences between ISO 22000:2005 and ISO 22000:2018 so that CQI/IRCA qualified auditors can upgrade their skillset to align with the new standard to successfully audit food organizations throughout the food chain.

Duration 2 days

HACCP Refresh Training Course

This course develops the necessary skills to assess and contribute to a HACCP team for the development, implementation and ongoing maintenance of HACCP plans, based on the CODEX HACCP system. You'll learn how to initiate a HACCP plan review through the application of the five preliminary steps and seven HACCP principles.

Duration 1 day

HACCP & MS1480

ISO 22000:2018 Strategic Approach to Risk-Based Thinking

You'll learn about the context of the organization and how you can apply risk-based thinking as you plan, develop, audit and maintain your FSMS. You'll learn what is involved in determining the issues and requirements that can impact on the strategic planning of your FSMS.

Duration 1 day

HACCP Plans and GMP Implementation

This course provide you with knowledge of the essential good manufacturing practices (GMP) required to implement a preventative HACCP based FSMS along with an overview of the intent and specific requirements of the BSI HACCP and GMP Certification Criteria to demonstrate due diligence in food processing and handling operations and minimize audit nonconformances.

Duration 2 days

Guide to Writing a HACCP Plan

This course details the CODEX HACCP methodology for the 5 preliminary steps and 7 principles required in the development of HACCP plans. Through references to current food product and process examples, you'll develop practical skills and confidence to participate or lead a HACCP team in your workplace.

Duration 2 days

Introduction to MS 1480:2019 Food Safety according to HACCP System

This course can provide you with the information and skills to develop, document and implement a hazard analysis critical control point (HACCP) based food safety plan and to oversee its implementation and monitoring.

Duration 2 days

MS 1480:2019 Internal Auditor Training

This course provides delegates with a detailed understanding of the HACCP internal audit requirements specific to MS 1480 as well as concepts, roles and responsibilities of the internal auditor.

Duration 1 day

BSI Catering Food Safety Certification

This course explains the BSI Catering Food Safety Certification, a unique global standard specifically developed by BSI to meet an industry need for catering operations. It fills the gap between traditional food safety standards (which often include requirements that don't apply to catering organizations) and legal compliance (which doesn't necessarily support or promote the regular practice of food safety).

Duration 1 day

Protection Against Food Allergen

This one day course will help you to understand how allergen affects food safety and its impact on maintaining a better Food Safety Management System. In this training module you will also learn about various process control on equipment / facility design, engineering controls, allergenic ingredients control, personnel practices and relevant food safety training.

Duration 1 day

Food safety best practices

PAS 96:2017 Food Defence (TACCP) Guidance

This course is to equip you with the most current food industry knowledge. It introduces the application of food defence methodologies to assess and manage generic and specific threats for the development of a food defence plan.

Duration 1 day

Effective Food Safety Auditing

This course will equip food industry professionals with the skills to plan and conduct effective internal and supplier audit processes that enable them to meet requirements and identify opportunities for continual improvement.

Duration 2 days

Food Fraud Prevention (VACCP)

The course will enable you to assure the authenticity of your food ingredients and packaging by minimizing vulnerabilities through a risk assessment of your supply chain. You'll use risk assessment to identify where controls may be required to detect, deter and minimize the potential for food fraud.

Duration 1 day

Effective Foreign Matter Management in the Food Industry

This course will provide delegates with a framework to identify the sources of foreign matter and determine appropriate controls to effectively prevent recurrence. Specific controls for glass, plastics, wood and metal have been referenced from GFSI (Good Food Safety Initiative) standards.

Duration 1 day

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Root Cause Analysis in the Food Industry

This course will provide delegates with a framework to implement root cause analysis and provides two commonly used methodologies to identify root cause.

Duration 1 day

Good Manufacturing Practice

By attending this GMP course delegates will demonstrate that you have the knowledge to identify risks due to poor implementation of GMP thus reducing the potential risk of food contamination.

Duration 1 day

FSPCA Preventive Controls for Human Food

This course provided by BSI is developed based on the FSPCA's "standardized curriculum" recognized by FDA with some modification approved by FSPCA for better learning experience. Delegates who successfully complete this course receive a certificate issued by the Association of Food and Drug Officials (AFDO) and become a PCQI.

Duration 3 days

Chain of Custody; Transparency and Traceability for the Food Supply Chain

This course details the motivation and inherent challenges to achieve a chain of custody system across a global supply chain with varying levels of traceability: Specific insight will be gained across, assurance schemes and the intent of PAS 7000:2014 is referenced as an alternate model for supply chain traceability to substantiate product claims.

Duration 2 days

Risk-Based Thinking in Food Production

This course aims to help you understand what is meant by the concept of context of the organization and how you can apply risk-based thinking as you plan, develop, audit and maintain your food safety management system (FSMS).

Duration 1 day

Understanding and Improving your Culture of Food Safety

This course will enable individuals to plan the process of identifying, measuring and improving their own organization's culture of food safety. You'll learn what culture is and how to implement plans to improve it, overlaying these with the FSMS to get best results.

Duration 1 day

Introduction to ISO/TS 22002-1:2009 Prerequisite programmes on food safety - Part 1: Food manufacturing

This Technical Specification is applicable to all organizations, regardless of size or complexity, who are involved in the manufacturing step of the food chain and wish to implement PRP in such a way as to address the requirements specified in ISO 22000:2005, Clause 7.

Duration 1 day

Medical Devices

ISO 13485 and ISO 14971

Our ISO 13485 quality management training will help you to understand the QMS requirements for medical devices, so you can ensure that you maintain compliance. By attending training on ISO 14971 you can understand how to improve your business through risk management efforts and understand how ISO 14971 applies to ISO 13485.

ISO 13485

ISO 13485:2016 Clause by Clause

This course has been designed to provide an in depth understanding of ISO 13485:2016 by reviewing the requirements of each clause in turn, allowing you to maintain a compliant QMS.

Duration 2 days includes optional online exam

Implementing ISO 13485:2016

This course has been designed to provide you with the knowledge and process steps to enable you to effectively implement a quality management system in line with the requirements for ISO 13485:2016. The course introduces the concepts needed to understand, develop and implement a quality management system.

Duration 2 days includes optional online exam

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ISO 13485:2016 Internal Auditor

This intensive course is intended for medical device quality professionals aiming to build on their knowledge of ISO 13485:2016 and evaluate the effectiveness of the quality management system in their organization.

Duration 2 days includes optional online exam

Once you've successfully completed Internal or Lead Auditor training, you can follow our BSI Auditor Qualification pathway.

CQI & IRCA ISO 13485:2016 Lead Auditor

This course teaches the key principles and practices of effective quality management system audits in accordance with ISO 13485:2016 and ISO 19011, "Guidelines for auditing management systems". Participants will gain the knowledge and skills to plan, conduct, report and follow up a QMS audit that establishes conformity and enhances overall organizational performance.

Duration 5 days

Once you've successfully completed Internal or Lead Auditor training, you can follow our BSI Auditor Qualification pathway.

ISO 14971

Introduction to Risk Management for Medical Devices

This course helps medical device professionals gain an understanding of how ISO 14971 can improve their business and risk management efforts. You'll also understand how ISO 14971 applies to ISO 13485. The training includes exercises, and you'll have the chance to ask questions about ISO 14971 and risk management, so you can apply what you learn to your organization.

Duration 1 day

To become a qualified Internal or Lead Auditor, you can follow our BSI Auditor Qualification pathway.

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CE Marking, MDR and IVDR

We understand the challenges of meeting regulatory requirements and maintaining quality management systems. Our tutors are active practitioners in their fields, with years of relevant experience and therefore they will be able to help you improve your knowledge of CE Marking, MDR and IVDR as appropriate to your needs.

Medical Device Regulation

Medical Devices Directive (MDD) to Medical Devices Regulation (MDR) Transition training

The Medical Devices Regulation (EU 2017/745) has replaced the Medical Devices Directive (93/42/EEC) as the legislation detailing the requirements that manufacturers have to meet to place medical devices on the market in the European Union. Our one day training course has been designed to introduce medical device manufacturers and other economic operators in the supply chain to the key changes to requirements for CE marking following the publication of the new Medical Devices Regulation (MDR).

Duration 1 day

Requirements of the Medical Device Regulation 2017/745 (MDR)

This course conveys key concepts of the European Medical Devices Regulation. All medical devices will need to undergo a Conformity Assessment Procedure based on the MDR requirements in order to be placed on the European Union market. You will gain understanding of the requirements stipulated within MDR.

Duration 2 days

Implementation of the Medical device regulation 2017/745 (MDR) for CE marking

This course aims to offer guidance on implementation of the requirements stipulated in the MDR. It focusses on enabling you to draw up a clear concept or project plan, and how to integrate the requirements into your business and your documentation.

Duration 3 days

Technical Documentation for the MDR

Understand the key requirements for technical documentation for medical devices, in line with the European MDR. Manufacturers will better understand regulatory requirements and Notified Body expectations, learning to create robust technical documentation to demonstrate compliance to the MDR.

Duration 1 day

Specialist training

Process Validation for the Medical Devices Industry Concepts and Awareness

This course provides an introductory understanding of Process Validation for general management system standards and regulations requirements.

Duration 1 day

Medical Device Single Audit Program (MDSAP) Fundamentals and Readiness

This course will prepare you to host a MDSAP audit and allow you to determine if your own internal QMS processes are consistent with the requirements of the MDSAP audit mode for the jurisdictions where your products are marketed.

Duration 2 days

Understanding of FDA 21 CFR part 820 – Quality System Regulation

This course will give you a detailed overview of the United States regulatory requirements for medical devices. Understand the expectations of the FDA 21 CFR 820 for quality system regulation and feel prepared for an FDA inspection.

Duration 3 days

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Environmental Management

ISO 14001:2015

Environmental management is no longer a moral choice but a business necessity. An ISO 14001:2015 Environmental Management System helps you drive sustainable growth, stimulate innovation and gain access to new markets.

ISO 14001:2015

ISO 14001:2015 Requirements

Obtain a detailed understanding of the key terms, definitions and requirements of ISO 14001:2015 Environmental Management System (EMS) and how the standard can help your organization to better meet its environmental obligations and commitments.

Duration 2 days includes optional online exam

Once you've successfully completed Internal or Lead Auditor training, you can follow our BSI Auditor Qualification pathway.

ISO 14001:2015 Implementation

Gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 14001:2015. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation, monitor your EMS and achieve continual environmental improvement.

Duration 2 days includes optional online exam

ISO 14001:2015 Lead Implementer

This course combines the Requirements and Implementing courses with an additional focus on leadership and management, followed by an exam. This will provide you with an in depth understanding of the standard. We'll teach you the best practice methods to implement the standard within your organization and show you how to ensure its effectiveness using management skills such as leadership, effective delegation, problem solving and motivation.

Duration 5 days

ISO 14001:2015 Internal Auditor

Optimize your auditing skills in line with the internationally recognized ISO 14001:2015 and boost your internal audit capabilities. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Duration 2 days includes optional online exam

Once you've successfully completed Internal or Lead Auditor training, you can follow our BSI Auditor Qualification pathway.

ISO 14001:2015 Strategic Approach to Risk-based Thinking

This course will help you understand risk-based thinking. It uses practical activities to translate this concept into a structured methodology that will help you to address the strategic development of the EMS in your organization.

Duration 2 days

Practical Environmental Aspect Determination

This course will help you understand the environmental aspects relating to activities, products and services of your organization. You'll discover a practical method to document the information and to analyse which ones are significant.

Duration 1 day

CQI and IRCA Certified ISO 14001:2015 Lead Auditor

Develop the knowledge and skill required to conduct a full audit of an organization's EMS to ISO 14001. A 2-hour exam will test your knowledge and understanding.

Duration 5 days

Once you've successfully completed Internal or Lead Auditor training, you can follow our BSI Auditor Qualification pathway.

Scheduled Waste Management

EQ (Scheduled Wastes) Regulations 2005 states, "Every waste generator shall ensure that all his employees involved in the identification, handling, labelling, transportation, storage, and spillage or discharge response for scheduled wastes attend training programmes."

Duration 1 day

Malaysian Environmental Laws Interpretation & Application

This course will be presented with introduction of Malaysian Environmental laws, detailed explanation of the requirements for expose participants to its interpretation and what it takes to comply.

Duration 1 day

To become a qualified Internal or Lead Auditor, you can follow our BSI Auditor Qualification pathway.

Energy Management

ISO 50001:2018

Effective energy management isn't just good for business, it's also becoming a requirement. And the best way to achieve it iswith ISO 50001. The international standard outlines energy management practices that are considered to be the best, globally. Energy management experts from more than 60 countries developed the standard and now we can help you tap into thatexpertise, every day, to help you save energy, cut costs and meet environmental requirements.

Looking for ESOS training? The courses will teach you how to audit your energy use. ISO 50001:2018 is a great way to meet your ESOS obligations whilst also receiving additional benefits.

ISO 50001:2018

ISO 50001:2018 Requirements

You'll learn about ISO 50001, common terms and definitions in the standard, as well as the key concepts and requirements related to ISO 50001:2018 Energy Management Systems (EnMS).

Duration 1 day

ISO 50001:2018 Implementation

Facilitated discussions will draw insights and experiences, bringing to life the concepts for designing, implementing and maintaining an ISO 50001 energy management system. This will help you maximise what you learned in the course in your workplace.

Duration 2 days

ISO 50001:2018 Internal Auditor

This course aim to provide guidance and practical experience in planning, executing, reporting and audit follow-up of an internal audit, when monitoring the effectiveness and conformity of an Energy Management System (EnMS).

Duration 2 days

CQI & IRCA ISO 50001:2018 Lead Auditor

This course aim to provide the knowledge and skills required to perform first, second and third-party audits of energy management systems against ISO 50001:2018, in accordance with ISO 19011:2018 and ISO/IEC 17021:2015, as applicable.
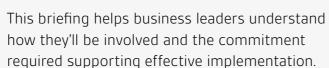
Duration 5 days

ISO 50001:2018 Lead Implementer

On completion of this training you will have the knowledge of ISO 50001 requirements and methods for its implementation, and the skills to effectively lead, manage and delegate activities to ensure the effective implementation of ISO 50001 within your organization.

Duration 5 days

ISO 50001:2018 Senior Management Briefing

This briefing helps business leaders understand how they'll be involved and the commitment required supporting effective implementation.

Duration 3 hours

Get in touch

For BSI Training Academy courses in Malaysia

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Terms & conditions

Payment:

Payment for public course offerings is due upon registration. You may pay by cheque (payable to BSI Services Malaysia Sdn Bhd) or credit card or bank transfer as per our invoice details. Course registration is not completed until payment has been received. Prices are subject to change at any time.

Travel Arrangements:

Accommodation and travel costs are not included in the course fee. The individual attending the course must make their own travel arrangements. Accommodation can be arranged for all venues excluding London directly through your BSI Training Account Manager.

Course Confirmation:

- A confirmation email of your registration for the training course will be sent upon signing the training booking agreement.

- Hard copies of the materials will be provided on the training course (for classroom training only).

Cancellation/Transfer Policy:

Delegates may transfer their registration for one course to another course up to 25 working days prior to the original course date. Once a delegate has transferred no refunds can be made for the cancellation of either course. Only one transfer by any delegate may be made.

If you cancel a Training Course: – all cancellations must be made no later than 25 working days before the start of the relevant Training Course. We will only accept cancellations that are made in writing. If a delegate fails to attend a Training Course, or a cancellation is sought within the 25 working days prior to the start of such course, full payment will be required.

Refund Policy: if the refund is approved, it will be made through the original mode of payment only. No refunds shall be given for the cancellation of Distance Learning, Blended Learning and E-learning courses no matter when cancellation is notified to us. If we cancel a Training Course, or change course content: – we reserve the right to cancel a Training Course at any time, without incurring any additional liability. In such circumstances, we will offer alternative dates, a full refund or a credit note.

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