...making excellence a habit.™

BSI Training Academy

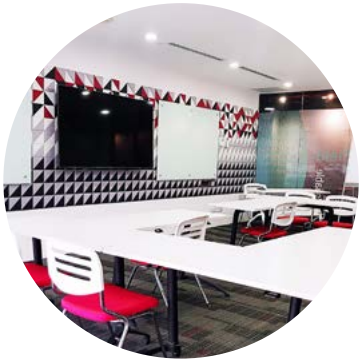
Training Courses Porfolio 2020
Indonesia

Contents

Welcome to the BSI Training Academy

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 the world from meeting medical devices regulations 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 will look for – so we train you to meet it. 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. We train thousands of delegates but we treat each delegate as an individual, recognizing their own unique learning objectives. So, no matter where you are on your journey towards embedding excellence, we hope you'll choose BSI to take care of your learning needs.

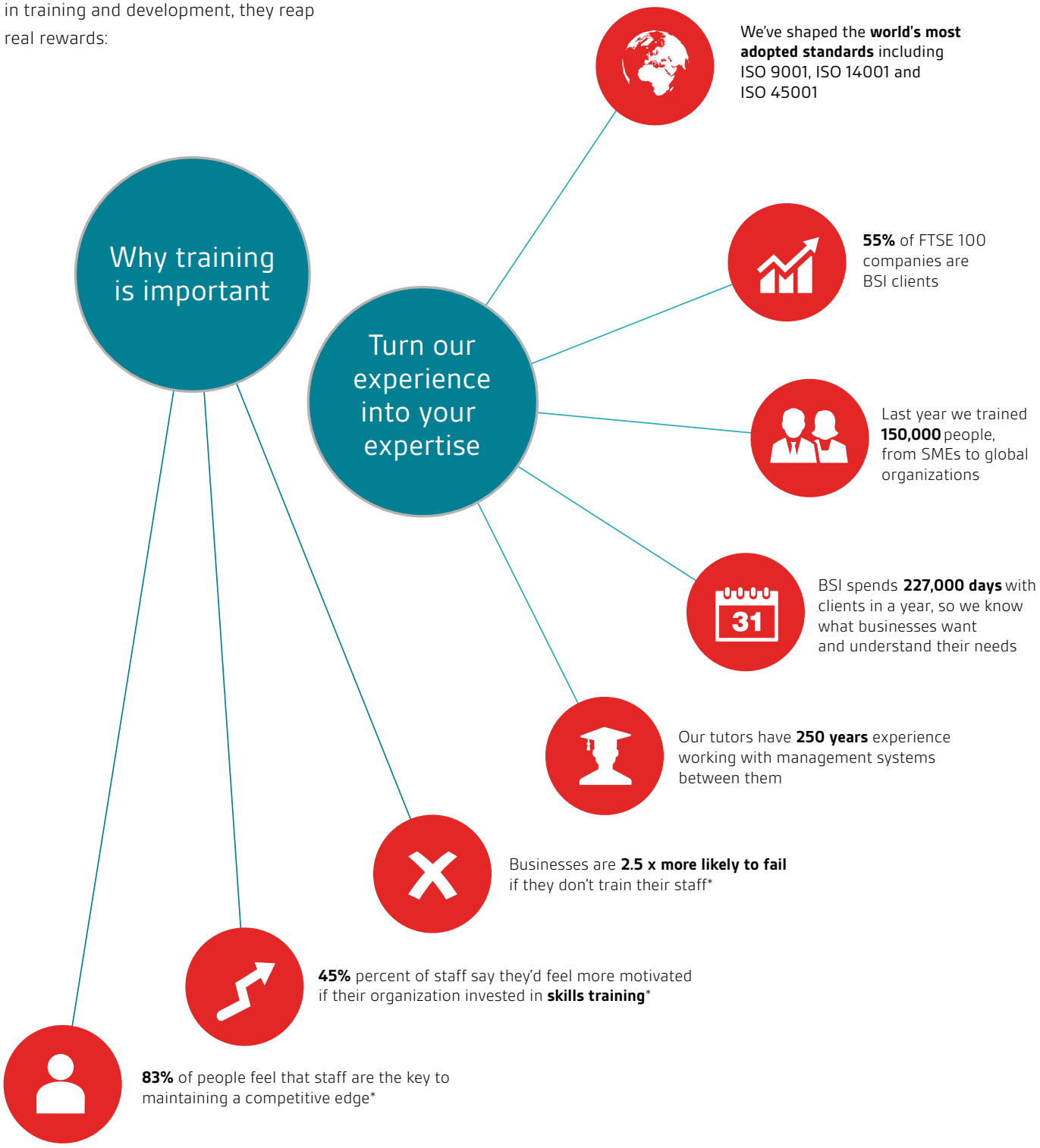
Follow us on:



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:



Source: City of Bristol Benefits of Training article

Your training journey with BSI

Our range of courses is designed to meet the needs of your entire business, from food technologists to production teams, from environmental specialists to quality managers. Our training programmes support the learning journey of people at every stage – from understanding essential topics needed to start a career in food, right through to senior leadership teams.

To enable your teams to find the right level of training, we have built a pathway which starts at level 1 for introductory courses and includes courses up to level 4. For a more detailed explanation of the different levels please read through the table below:

	Stage:	Ideal if you are:	What will I learn?
	**Understand** Introductory and requirements courses	• A new starter • In need of a refresher • A manager looking for an overview	The requirements, terms and concepts of a standard
	**Implement** Implementation and lead implementer courses	Implementing a management system or processes to conform to a standard	The skills required to plan, implement and manage a management system or standards compliance
	**Prove it's working** Internal and lead auditor courses	Developing your skills to audit food management systems	The skills needed to conduct internal, supplier or third-party audits
	**Building resilience** Courses that help you to stay abreast of professional enrichment opportunities and emerging issues	Wishing to extend your knowledge of issues affecting the relevant sector	Relevant sector challenges, recognizing and mitigating emerging risks to your business

BSI offers training in different formats

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. Another benefit for choosing in-house is that we can customize the course based on your specified needs.

Public training

Our public training courses take place in locations across Malaysia. Attendees are away from office distractions and benefit from interacting and networking with people from other organizations.

Transition timeline

Several standards have undergone radical transformation, bringing questions and concerns over the new structure, revised documentation requirements, and a variety of other changes needed to meet standard conformance. There are new demands on management. Risk now takes center stage and must be considered throughout the organization.

BSI is uniquely positioned to lead you through the twist and turns of the revisions and the impact they may have on your business. We are offering several transition courses for both standards to help you begin your transition journey. Get started today!

ISO Revisions Timeline

Below is a table which shows, at a glance, the timetable for the publication of revisions for all of the standards scheduled to be updated.

	2018	2019	2020	2021	2022
ISO 45001	**March 2018** New ISO publication	Start of three-year transition period to March 2021			
ISO 22000	**June 2018** New ISO publication	Start of three-year transition period to June 2021			
ISO 50001	**August 2018** New ISO publication	Start of three-year transition period to August 2021			
ISO/IEC 20000-1	New ISO publication **September 2018**	Start of two-year transition period to September 2020			
ISO 22301		**October 2019** Final standard published	Start of three-year transition period to October 2020 * May be subject to change based on IAF guidelines		

ISO 9001
Quality Management

Our ISO 9001 training will provide you with an awareness of quality management systems, tools and techniques recognized Quality Management System (QMS) allows you to enhance organizational performance, increase customer satisfaction and gain a competitive edge.

ISO 9001:2015 Requirements

Duration: 2 days

Gain 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.

Who should attend?
Anyone involved in the planning, implementing, maintaining, supervising or auditing of an ISO 9001:2015 QMS.

What will I learn?

- Importance and benefits of an ISO 9001:2015 QMS
- Key requirements, terms and definitions of ISO 9001:2015
- Structure of ISO 9001:2015, which incorporates the Annex SL common framework for management system standards
- Main concepts such as risk-based thinking, process approach, Plan-Do-Check-Act, and 7 management principles

ISO 9001:2015 Implementation

Duration: 2 days

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.

Who should attend?
Anyone involved in the planning, implementing, maintaining or supervising of an ISO 9001:2015 QMS.

What will I learn?

- A typical framework for implementing ISO 9001:2015 following the PDCA cycle
- Considering key concepts and requirements of ISO 9001:2015 from an implementation perspective
- Implementing key concepts and requirements of ISO 9001:2015
- Specific documented information requirements of ISO 9001:2015

ISO 9001:2015 Internal Auditor

Duration: 2 days

This course develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO 9001:2015. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Who should attend?
Anyone involved in the auditing, maintaining or supervising of an ISO 9001:2015 QMS.

What will I learn?

- Guidelines of management system auditing according to ISO 19011:2011
- Application of auditing guidelines to ISO 9001:2015
- Initiating, preparing and conducting audit activities
- Completing audit and follow-up

ISO 9001:2015 Strategic Approach to Risk-Based Thinking

Duration: 2 days

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 quality management system.

Who should attend?
This course is designed for managers, executives and quality professionals who need a practical understanding of the context of the organization and risk-based thinking.

What will I learn?

- Understand the organizational context in the planning and implementation of your QMS
- Apply risk-based thinking in the QMS
- Use a structured method to develop an effective QMS relevant to your organization's context

ISO 9001
Quality Management

ISO 9001:2015 Lead Implementer
Duration: 5 days

This training combines our 9001 requirements and implementing courses, with an additional 2 days of content with examination. This will provide delegates 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 delegates soft skills such as leadership, management effective delegation, problem solving and motivation.

Who should attend?
Those who are responsible for the management and implementation of a ISO 9001:2015 management system

What will I learn?

- Gain an in depth knowledge of the requirements of 9001
- Be able to perform a detailed gap analysis and project plan
- Know what each clause requires for effective implementation
- Develop the soft and management skills to be able to effectively lead the implementation of an effective ISO 9001:2015 management system within your organization

Supplier Based Auditing
Duration: 2 days

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.

Who should attend?
Anyone who is involved in supplier quality assurance functions and supplier auditing, such as engineers and managers.

What will I learn?

- Understand the fundamentals on supplier auditing
- Plan, conduct, report and follow up audit findings to ensure contractual requirements between the supplier and the customer have been met

CQI and IRCA Certified ISO 9001:2015 Lead Auditor
Duration: 5 days

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.

Who should attend?
Anyone with the need to audit an organization's ISO 9001:2015 QMS.

What will I learn?

- Gain the skills to plan, conduct, report and follow up an audit in accordance with the globally recognized audit standard ISO 19011
- Identify the aims and benefits of an audit
- Interpret the requirements for audit application
- Grasp the application of risk-based thinking, leadership and process management

ISO/IEC 17025:2017 Requirements
Duration: 1 day

This course will take you through the standard which covers everything from test equipment, data sampling and valid specifications to improve an organization's quality assurance systems (and as a result their quality control.

Who should attend?
Quality assurance professionals, regulatory affairs professionals, sterilization management professionals, packaging and environmental engineers

What will I learn?

- Use key terms and definitions (ISO/IEC 17025:2017)
- Explain the benefits of a laboratory management system.
- Recognize key concepts, principles and structure of ISO/IEC 17025:2017
- Explain the main requirements of ISO/IEC 17025:2017

ISO 9001
Quality Management

ISO/IEC 17025:2017 Internal Auditor

Duration: 2 days

This course develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO/IEC 17025:2017. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Who should attend?

Anyone involved in the auditing, maintaining or supervising of an ISO/IEC 17025 LMS.

What will I learn?

- Apply auditing guidelines to ISO/IEC 17025:2017
- Initiate and prepare audit activities
- Conduct audit activities
- Prepare and distribute the audit report
- Complete audit and follow-up

ISO/IEC 17025:2017 Implementer

Duration: 2 days

Learn how to review and create quality system documentation in compliance with ISO/IEC 17025 and implement the key concepts of the standard to allow you to monitor your laboratory quality system and achieve continual quality improvement.

Who should attend?

Anyone involved in the planning, implementing, maintaining or supervising of an ISO/IEC 17025:2017 laboratory quality system for the competence of testing and calibration laboratories.

What will I learn?

- Demonstrate awareness ISO/IEC 17025:2017 quality system documentation requirements
- Identify the correct organization of a quality manual and related documentation
- Perform reviews of quality system documentation to assess compliance to ISO/IEC 17025
- Produce a quality policy, quality procedures, documents and record templates
- Implement key concepts and requirements of ISO/IEC 17025:2017

IATF 16949
Automotive Management

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

Duration: 2 days

This course will help you identify key requirements, the structure of an effective Automotive QMS and what this means for you.

Who should attend?
Anyone involved in the planning, implementing, maintaining, supervising or auditing of an IATF 16949:2016 management system.

What will I learn?

- The history of IATF 16949:2016, the role of IATF and the standards that support the programme
- The relationship between IATF 16949:2016, ISO 9001:2015 and the Annex SL high level structure
- Terms and definitions of ISO 9000:2015 and IATF 16949:2016
- Key concepts and requirements of ISO 9001:2015 and IATF 16949:2016

IATF 16949:2016 Implementation

Duration: 3 days

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.

Who should attend?
Anyone involved in the planning, implementing, maintaining, supervising or auditing of an IATF 16949:2016.

What will I learn?

- Interpret key concepts and requirements of IATF 16949:2016 from an implementation perspective
- Identify the benefits specific to an organization in relation to implementing an effective AuQMS
- Conduct a base line review of an organization's current position with regard to IATF 16949:2016
- Implement key concepts and requirements of IATF 16949:2016

IATF 16949:2016 Internal Auditor

Duration: 2 days

This course develops the necessary skills to assess and report on the conformance, and the effective implementation of processes, based on IATF 16949:2016. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Who should attend?
Anyone involved in the auditing, maintaining or supervising of an IATF 16949:2016 Automotive QMS.

What will I learn?

- Apply ISO 19011 guidelines to auditing IATF 16949
- Explain the importance of customer-specific requirements in the internal audit process
- Identify the automotive process approach when auditing
- Prepare audit activities, taking account of customer-specific requirements
- Conduct audit activities using the process approach

IATF 16949:2016 Certified First and Second Party Lead Auditor

Duration: 5 days

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'.

Who should attend?
Anyone with the need to audit an organization's IATF 16949:2016 QMS.

What will I learn?

- Describe the purpose of an AuQMS, of QMS standards, of management system audits, of third party certification and of business benefits
- Explain the role and responsibilities of an auditor to plan, conduct, report and follow-up an AuQMS audit in accordance with ISO 19011, and ISO/IEC 17021, as applicable

IATF 16949
Automotive Management

Automotive Core Tools for Auditors (APQP, PPAP, FMEA, SPC, MSA)
Duration: 2 days

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.

Who should attend?
All auditors (first and second party), executive and quality professionals who need to be equipped with a thorough understanding of the core tools for an effective implementation of auditing.

What will I learn?

- Understanding the basic core tools concepts for the auditor
- Understanding the desired outputs from the core tools
- Able to understand and interpret the core tools outputs such as APQP process, PPAP submission requirements, FMEAs (design & process), control charts, process capability study and measurement system analysis (for both variable and attribute measuring systems)

Measurement Systems Analysis (MSA)
Duration: 2 days

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.

Who should attend?
Anyone supporting the Advanced Product Quality Planning (APQP) process especially those involved in gage design, process measurement and initial process studies to support new product and process introduction.

What will I learn?

- Identify the correct measurement systems analysis tool to use when evaluating measurement systems
- Identify whether a measurement system is acceptable for its intended use
- Identify the different sources of variation present in a measurement system
- Identify, stability, bias, linearity, repeatability and reproducibility

Advanced Product Quality Planning (APQP) and Control Plan Methodology
Duration: 1 day

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).

Who should attend?
Anyone involved in APQP activities (either as a team member or leading the activities)..

What will I learn?

- Identify the activities involved in the APQP process
- Explain the APQP process steps in detail and how they apply to different organizations
- Explain and discuss examples of Control Plans for different applications/scenarios

Production Part Approval Process (PPAP)
Duration: 1 day

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

Who should attend?
Anyone responsible for the submission of parts to customer(s) for production approval. and those involved in the Advanced Product Quality Planning (APQP) process.

What will I learn?

- Identify PPAP submission requirements including customer-specifics
- Recognize when customer notification and submission is required
- Explain submission and levels of evidence required for each levels
- Determine documented information (records) to be retained and retention times

IATF 16949
Automotive Management

Statistical Process Control (SPC)
Duration: 2 days

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.

Who should attend?
Anyone involved in verifying new manufacturing processes, ongoing process control and process improvement.

What will I learn?

- Identify and select the appropriate control chart as defined in the Statistical Process Control reference manual
- Calculate Cp/Cpk and Pp/Ppk
- Calculate control limits
- Identify out of control conditions

AIAG-VDA Design Failure Mode and Effect Analysis (DFMEA) Version 1
Duration: 2 days

The two-day activity-based training module provides an overview and explanation of the AIAG-VDA Design FMEA key requirements. This course is designed & structured to optimize your learning experiences by using our unique accelerated learning approach.

Who should attend?
All parties that have a role & responsibility in the development, implementation, maintenance and support of the Design FMEA (e.g., APQP team, practitioners, managers, auditors, and other interested parties).

What will I learn?

- Identify the activities involved in the planning of an DFMEA
- Understand the key differences between the old and the new DFMEA requirements
- Perform Structure Analysis, Function Analysis, Failure Analysis & Risk Analysis.
- Assign Action Priority (AP) related to each effect of the failure modes.
- Understand what is Supplemental FMEA – MSR (an overview)

AIAG-VDA Failure Mode and Effect Analysis (DFMEA & PFEMA) Version 1
Duration: 3 days

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.

Who should attend?
All parties that have a role and responsibility in the development, implementation, maintenance and support of the FMEAs (e.g., APQP team, practitioners, managers, auditors, and other interested parties).

What will I learn?

- Identify the activities involved in the planning of an FMEA
- Understand the key differences between the old and the new FMEA requirements
- Perform Structure Analysis, Function Analysis, Failure Analysis & Risk Analysis.
- Assign Action Priority (AP) related to each effect of the failure modes.
- Understand what is Supplemental FMEA – MSR (an overview)

AIAG-VDA Process Design Failure Mode and Effect Analysis (PFMEA) Version 1
Duration: 2 days

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.

Who should attend?
Anyone involved in process development activities, either as a team member or leading the activities, IATF 16949 auditors, anyone interested in learning more about new AIAG and VDA FMEA, IATF 16949 auditors, and anyone involved in the implementation and maintenance of IATF 16949.

What will I learn?

- Recognize the purpose, objectives of the AIAG and VDA FMEA and the 7 step approach
- Participate in the new 7 step approach
- Assign severity occurrence and detection rankings using the new tables based on data provided from the Case Study
- Prioritize actions using the action priority tables (AP)
- Develop the COQ from the process FMEA activity taking account of company level data affected by the PFMEA

IATF 16949
Automotive Management

VDA 6.3 Process Audit (3rd Edition 201 6)

Duration: 2 days

This course 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.

Who should attend?

This course is designed for managers, executive and quality professionals who needs to understand and implement the VDA 6.3 process audit requirements. It is suitable for all involved in initial certification, maintenance and upgrading of auditing knowledge.

What will I learn?

- German Automotive's process-audit methodology
- The relations between product, process and system audits
- Application of the VDA 6.3 questionnaire
- Application of audit scoring
- Planning, conducting and reporting on an internal audit performed against the requirements of VDA 6.3

VDA 6.3 Qualification for Process Auditor

Duration: 5 days

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.

Who should attend?

Personnel from the QM departments of organisations tasked with conducting process audits in their own organization (internal) or in the supply chain (external). This course further addresses external auditors (as service providers).

What will I learn?

- Guide you through the basic requirements for process audits and enable integrated application in the automotive industry
- Basics of process auditing includes general requirements, methods, principles, assessment scheme and risk analysis

AS9100
Aerospace Quality Management

AS/EN/JISQ 9100:2016 Requirements

Duration: 2 days

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.

Who should attend?
Anyone involved in the planning, implementing, maintaining, supervising or auditing of an AS/EN/JISQ 9100:2016.

What will I learn?

- Importance and benefits of a 9100:2016 AQMS
- History of 9100:2016, the role of IAQG and the standards that support the programme
- Relationship between 9100:2016, ISO 9001:2015 and the Annex SL High Level Structure
- Terms and definitions of 9100:2016

AS/EN/JISQ 9100:2016 Internal Auditor

Duration: 2 days

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.

Who should attend?
Personnel from the QM departments of organisations tasked with conducting process audits in their own organization (internal) or in the supply chain (external).

What will I learn?

- Explain the guidelines of management system auditing according to ISO 19011:2018
- Explain the applicable guideline elements of AS/EN/SJAC 9101; namely the process effectiveness assessment report (PEAR)
- Prepare audit activities
- Conduct audit activities using the aerospace approach

AS/EN/JISQ 9100:2016 Implementation

Duration: 2 days

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.

Who should attend?
Anyone involved in the planning, implementing, maintaining, supervising or auditing of an 9100:2016 AQMS.

What will I learn?

- Recognize a typical framework for implementing 9100:2016 following the PDCA cycle
- Interpret key concepts and requirements of 9100:2016 from an implementation perspective
- Identify the benefits specific to an organization in relation to implementing an effective AQMS
- Implement key requirements of 9100:2016

AS/EN/JISQ 9100:2016 Lead Auditor

Duration: 5 days

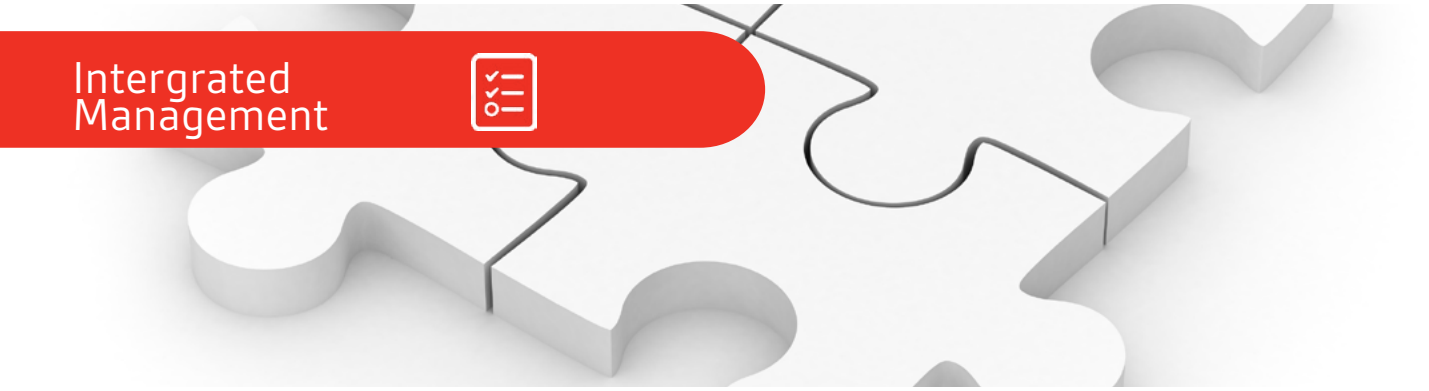
Using a step-by-step approach, the course commences with establishing a foundation of knowledge in both Aerospace QMS and lead auditing requirements appropriate to the Aviation, Space and Defence (ASD) industries.

Who should attend?
Anyone involved in the auditing, maintaining or supervising of an AS/EN/JISQ 9100:2016 Aerospace QMS, or seeking IAQG recognition as a certified aerospace auditor.

What will I learn?

- Describe the purpose of a quality management system and its role in helping an organization operate with increased effectiveness, consistency, and customer satisfaction
- Explain the purpose and intent of the ISO 9000 series of standards and how they relate to the applicable Aerospace QMS standards
- Describe the continuing process of development of Aerospace QMS standards and ISO 19011, the impact that these developments may have on the audit process, and the need for auditors to keep up to date

Intergrated Management



Effective Implementation of Documented Information Systems Duration: 1 day

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.

Who should attend?

- Develop the document and/or record control process for their organization
- Maintain and improve the existing documented information control processes.
- The delegate may be new to documentation control, or need to have a better understanding of the requirements and methodologies of document and record control

What will I learn?

- To understand and how to meet the documented information requirements from various management system standards
- To appreciate the various methodologies used in managing the documented information system
- To understand the full cycle of documented information system and how to manage and control it

Integrated Management System Strategic Approach to Risk-based Thinking Duration: 2 days

This one-day training course is specially designed to provide you with in-depth knowledge of risk-based thinking, risk identification and mitigation as central concepts in the development and maintenance of effective organizational and business integrated management systems.

Who should attend?

Suitable if you're involved in the certification, maintenance and internal auditing of the IMS in an organization.

What will I learn?

- Determine the context of your organization in planning and implementation of the IMS
- Explain the application of risk-based thinking:
- Apply risk-based thinking

ISO 19650
Building Information Modelling

Building Information Modelling (BIM) is a collaborative way of working, underpinned by digital technologies, allowing for more efficient methods of designing, delivering and maintaining physical built assets throughout their entire life cycle. Developed in conjunction with leading industry consultants with expertise in Malaysia, our BIM training courses provide the most relevant and up-to-date information.

BIM Fundamentals **Duration: 2 days**

This course is designed to raise your awareness and introduce you to the basic principles of BIM.

It will explain how BIM principles help to reduce waste in construction and asset management. We'll provide you with an overview of the standards that define BIM implementation and the fundamental processes of a Common Data Environment (CDE).

Who should attend?
Anyone involved in the design, construction and project management (including specialist subcontractors and clients) of BIM activities.

What will I learn?

- Explain the basic principles and terminology of BIM
- Engage with clients on the benefits and key drivers associated to BIM
- Manage teams and projects to ensure all members of the supply chain are aware of the requirements to be able to deliver
- Grasp the concept of 'Digital Built Britain' and ensure your business recognizes the need for the development of BIM as part of its agenda

BIM Strategic Implementation
Duration: 1 day

This course will help you to implement the benefits of digitization, lean and collaborative approaches in the delivery and use of built assets. It will also provide an introduction to ISO 19650, the two-part standard for building information modelling (BIM), and collaborative working.

Who should attend?
Senior managers tasked with introducing BIM processes to project delivery and asset management.

What will I learn?

- Recognize customer drivers for BIM and planning standardized supply-side responses
- Complete process maps to plan the smooth flow of information
- Recognize the business cases and Government strategy for BIM
- Explain the key principles in BIM standards

BIM Masterclass

BIM ISO 19650 Part 2: Project Delivery
Duration: 1 day

This course will help you understand the information management processes that are needed for a design and construction project to be delivered using BIM according to ISO 19650 Part 2: Project Delivery Phase.

Who should attend?
Project clients, designers (architects, structural/civil engineers, services engineers, etc.), main contractors and sub-contractors, manufacturers of complex products/components.

What will I learn?

- Define how key information management documents are developed
- Identify how designers and contractors are expected to show their BIM capability to their prospective clients
- Understand how to start applying ISO 19650-2 to your projects

ISO 19650
Building Information Modelling

BIM Masterclass

BIM ISO 19650 Part 3: Asset Management

Duration: 1 day

This course will help you understand the asset information management processes for BIM Level 2. It follows on from the BIM Fundamentals course, where this subject is introduced.

Who should attend?
Asset managers and facility managers working on behalf of an asset owner or operator. Asset contractors or in-house teams delivering maintenance, repairs, minor refurbishment works, condition surveys.

What will I learn?

- Recognize how key BIM Level 2 asset information management documents are developed
- Explain how to formulate Organizational and Asset Information Requirements
- Explain how asset information is delivered through the Common Data Environment and verified against the information requirements.

BIM ISO 19650 BS 1192 Part 4: Handover Information Exchange

Duration: 1 day

This course will help you in obtaining the benefits of the UK use of COBie as the digital information exchange between design/supply chain and the client/operator. Along with an introduction to BS 1192 and collaborative working.

This course also highlights the importance of clear Asset Information Requirements and a checkable digital Plan of Work.

Who should attend?
Design and construction managers charged with delivering COBie, typically within a BIM Level 2 project

What will I learn?

- The role of COBie
- How COBie represents buildings and infrastructure assets
- How the use of COBie can be specified for specific purposes
- The processes and purposes underlying COBie

BIM ISO 19650 PAS 1192 Part 5: Security and BIM

Duration: 1 day

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.).

Who should attend?
Clients, asset owners, designers, construction, commissioning and FM managers who may need to implement security policies, in relation to the built environment

What will I learn?

- Explain the types of security threat to and from built assets and their information
- Recognize security and CDE/BIM Level 1 and 2
- Define the role of security manager
- Explain the documentation and execution of policies required for security-mindedness.

BIM ISO 19650 PAS 1192Part 6: Health and Safety

Duration: 1 day

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.

The importance of clear Asset Information Requirements and a checkable digital Plan of Work will be emphasized.

Who should attend?
Clients, designers, construction, commissioning and facility managers charged with delivering health and safety, within a collaborative or BIM level 2 project.

What will I learn?

- BIM and structured collaboration
- The roles of the key participants in health and safety information
- The relationship between PAS 1192 part 6 and other documents
- The structure of the PAS

ISO/IEC 20001-1
Service Management

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.

ISO/IEC 20000-1:2018 Requirements

Duration: 1 day

By attending this course 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.

Who should attend?
Anyone involved in defining, planning, auditing, implementing or managing a service management system (SMS) based on ISO/IEC 20000-1:2018.

What will I learn?

- Explain why an SMS is important and its benefits
- Explain the background of ISO/IEC 20000-1 and its intended outcome
- Recall the terms and definitions used
- Define the key concepts and structure of ISO/IEC 20000-1
- Identify the main requirements of ISO/IEC 20000-1

ISO/IEC 20000-1:2018 Implementing Changes

Duration: 1 day

Learn what is needed when transitioning 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.

Who should attend?
Those involved in the planning, implementing or supervising of an ISO/IEC 20000-1:2018 transition.

What will I learn?

- Recognize specific new or changed SMS requirements and factors that need to be considered when implementing them
- Identify what implementation could look like through examples provided in a toolkit
- Use gap analysis to conduct a baseline review of your current SMS against the differences
- Prepare to implement the changes and additions needed to your existing systems

ISO/IEC 20000-1:2018 Transition

Duration: 1 day

By attending this course you'll get involved in activities that will help you to identify the gaps in your current service management system (SMS) and start planning your transition to the new standard.

Who should attend?
Anyone who knows ISO/IEC 20000-1:2011 and will be involved in the planning, implementing, maintaining, supervising or auditing of an ISO/IEC 20000-1 transition.

What will I learn?

- Explain the purpose and use of Annex SL (which specifies the HLS) and describe a generic management system
- Identify the main terms and definitions in ISO/IEC 20000-1:2018 which differ from ISO/IEC 20000-1:2011
- Communicate service management specific requirements in ISO/IEC 20000-1:2018 that differ from ISO/IEC 20000-1:2011

ISO/IEC 20000-1:2018 Implementation

Duration: 2 days

By attending this course you'll discover how to implement an SMS based on ISO/IEC 20000-1:2018, how to develop an implementation plan, create necessary documentation and implement your SMS.

Who should attend?
Anyone involved in the planning, implementing, maintaining or supervising of an ISO/IEC 20000-1:2018 SMS

What will I learn?

- Interpret key concepts and requirements of ISO/IEC 20000-1:2018 from an implementation perspective
- Identify the benefits specific to your organization in relation to implementing an effective SMS
- Prepare for third party certification

ISO/IEC 20001-1
Service Management

ISO/IEC 20000-1:2018 Internal Auditor
Duration: 2 days

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.

Who should attend?
Anyone involved in auditing, maintaining or supervising an SMS based on ISO/IEC 20000-1.

What will I learn?

- Explain guidelines for management system auditing according to ISO 19011
- Apply 19011 guidelines to auditing ISO/IEC 20000-1:2018
- Integrate SMS audits with those for other management systems
- Apply the requirements of ISO/IEC 20000-1:2018 in the context of an audit

ISO/IEC 20000-1:2018 Lead Implementer
Duration: 5 days

This training combines our ISO 20000-1 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.

Who should attend?
Those who are responsible for the management and implementation of an ISO 20000-1:2018 management system.

What will I learn?

- Conduct a baseline review of an organization's current position with regard to ISO/IEC 20000-1
- Create and support the implementation of an action plan
- Implement key requirements of ISO/IEC 20000-1
- Identify the leadership skills, based on best practice, to lead the implementation of a management system

ISO/IEC 20000-1:2018 Auditor Transition
Duration: 1 day

It combines the one-day 'ISO/IEC 20000-1:2018 transition' course with an additional day of auditing activities. So you'll be able to understand the differences between the standards as well as develop your ISO/IEC 20000-1:2018 auditing skills.

Who should attend?
ISO/IEC 20000-1:2011 Internal and Lead Auditors who need to transition to ISO/IEC 20000-1:2018.

What will I learn?

- Communicate the new HLS requirements including context, leadership, planning, support, operation, performance evaluation and improvement
- Identify the main terms and definitions in ISO/IEC 20000-1:2018, which differ from ISO/IEC 20000-1:2011
- Communicate the specific ISO/IEC 20000-1:2018 service management requirements that differ from ISO/IEC 20000-1:2011
- Recognize the development process and different perspectives that were considered in the revision

CQI and IRCA ISO/IEC 20000-1:2018 Lead Auditor
Duration: 5 days

The course explains the principles and practices of independent auditing for an ITSMS, and guides delegates through the entire audit process from managing an audit programme to reporting on audit results.

Who should attend?
Internal auditors, management representatives, compliance managers and those who want to become third party auditors for ISO/IEC 20000-1.

What will I learn?

- Understand and apply the requirements ISO/IEC 20000-1 in the context of an audit
- Plan and conduct an ISO/IEC 20000-1 audit
- Manage audit communication and interviews
- Report and follow up on an ITSMS audit
- Conduct opening, closing, and follow-up audit meetings
- Integrate ITSMS audits with those for other management systems

Asset Management
ISO 55001

Asset Management: Requirements of ISO 55001:2014 Duration: 1 day

This course explores 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.

Who should attend?
Any person with an interest or responsibility for physical or other assets, decision making, planning, risk management, resourcing, operations, technical services, information support, budgeting, quality management or organizational development

What will I learn?

- What is Asset management and why it is important to an organization
- The benefits of a management system for asset management
- The background of ISO 55001:2014
- The key terms, concepts and principles of ISO 55001:2014 the main requirements of ISO 55001:2014

Key Elements of Auditing ISO 55001:2014
Duration: 1 day

This course provides a solid foundation in key aspects of the audit process. Delegates are taken through a structured programme that includes a balance of theory and practice using a combination of collaborative learning and practical activities.

Who should attend?
All personnel who are/will be coordinating internal ISO 55001 audit activities within your organization

What will I learn?

- Explain the principles of auditing to ISO 55001:2014
- Introduce and apply a four theme approach to assessing the elements of ISO 55001 and their integration
- Prepare and conduct asset management audits
- Recognize the role of maturity models for continual improvement in asset management

ISO 31000
Risk Management

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.

ISO 31000:2018 Introduction

Duration: 1 day

This 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.

Who should attend?

Anyone involved in the planning, implementing, maintaining or supervising of an ISO 31000 risk management framework.

What will I learn?

- Explain the key challenges and imperatives to manage risk
- Use ISO 31000:2018 key terms and definitions
- Identify the importance and benefits of ISO 31000:2018 to your organization
- Recognize the principles, framework and process for managing risks relevant to your organization

ISO 31000:2018 Implementation

Duration: 2 days

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.

Who should attend?

This course is intended for managers and prospective implementers of risk management, and for stakeholders in such efforts.

What will I learn?

- Recognize a risk management framework for implementing ISO 31000:2018 guidelines
- Interpret the relationships of principles, framework and risk process, based on the guidelines of ISO 31000:2018 (from an implementation perspective)
- Conduct a baseline review of an organization's current position with regard to ISO 31000:2018
- Implement a risk management framework, and risk management process, aligned with principles for managing risk based on ISO 31000:2018 guidelines

ISO 45001
Occupational Health and Safety

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 qualifications and gain the confidence and competencies to eliminate occupational and health risks to all stakeholders.

ISO 45001:2018 Requirements

Duration: 2 days

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.

Who should attend?
Anyone involved in the planning, implementing, maintaining, supervising, or auditing of an ISO 45001 Management System.

What will I learn?

- The background of ISO 45001 and its intended outcome
- The terms and definitions used
- The key concepts and structure of ISO 45001
- The main requirements of ISO 45001

ISO 45001 Internal Auditor

Duration: 2 days

This course develops the necessary skills to assess and report on the conformance and implementation of processes based on 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.

Who should attend?
Anyone involved in auditing, maintaining, or supervising, of an ISO 45001 management system.

What will I learn?

- Initiate the audit
- Prepare and conduct audit activities
- Prepare and distribute the audit report
- Audit follow up

ISO 45001:2018 Implementation

Duration: 2 days

Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation and monitor your OH&S MS.

Who should attend?
Anyone involved in the planning, implementing, maintaining or supervising of an ISO 45001 OH&S MS.

What will I learn?

- Recognize a typical framework for implementing ISO 45001 following the PDCA cycle
- Interpret key concepts and requirements of ISO 45001 from an implementation perspective
- Identify the benefits specific to an organization in relation to implementing an effective OH&S MS

ISO 45001 Implementing Changes

Duration: 1 day

Discover how to implement the key requirement differences between OHSAS 18001:2007 and ISO 45001 and develop a migration action plan. Learn what is needed when migrating from OHSAS 18001:2007 to ISO 45001.

Who should attend?
Those involved in the planning, implementing or supervising of an ISO 45001 migration.

What will I learn?

- Specific new implementation requirements and factors to consider when implementing them
- Using gap analysis to conduct a baseline review of your current system
- Changes and additions needed to your existing systems
- What implementation could look like through examples provided in a toolkit

ISO 45001
Occupational Health and Safety

ISO 45001:2018 Lead Implementer
Duration: 5 days

This training combines our ISO 45001 requirements and implementation courses, with an additional 2 days of content with examination. You'll have the knowledge of ISO 45001 requirements and methods for its implementation, and the skills to effectively lead, manage and delegate activities to ensure the effective implementation of ISO 45001 within your organization.

Who should attend?
Those who are responsible for the management and implementation of an ISO 45001 management system.

What will I learn?

- Conduct a baseline review of an organization's current position with regard to ISO 45001
- Implement key concepts of ISO 45001
- Implement key requirements of ISO 45001
- Identify the leadership skills, based on best practice, to lead the implementation of a Management System

ISO 45001:2018 Strategic Approach to Risk-based Thinking Duration: 2 days

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.

Who should attend?
Anyone who may become involved in the certification, maintenance and internal auditing of the OH&S management system in an organization.

What will I learn?

- An understanding of the context of the organization in planning and implementation of the occupational health and safety (OH&S) management system
- An understanding of application of risk-based thinking in the context of ISO 45001:2018
- An understanding of structured method in developing an effective OH&S management system relevant to the context
- An understanding of how to integrate the actions to address the risks and opportunities into the OH&S management system processes or other business processes

CQI and IRCA Certified ISO 45001:2018 Lead Auditor Transition Duration: 2 days

This course is ideal for existing auditors as it combines the 1-day 'ISO 45001 Migration' course with an additional day of auditing activities. You'll learn how ISO 45001 is different to OHSAS 18001:2007, and apply this practically in order to build your ISO 45001 auditing skill.

Who should attend?
OHSAS 18001:2007 Internal and Lead Auditors who need to migrate to ISO 45001.

What will I learn?

- Explain the purpose and use of Annex SL Appendix 2 and describe a generic management system
- Communicate the new requirements relating to: Context, Leadership, Planning, Support and Operation, in Annex SL Appendix 2
- Identify the main terms and definitions in ISO 45001 which differ from OHSAS 18001:2007
- Communicate OH&S specific requirements in ISO 45001 that differ from OHSAS 18001:2007

CQI and IRCA Certified ISO 45001:2018 Lead Auditor Duration: 5 days

This course is to provide delegates with the knowledge and skills required to perform first, second and third-party audits of occupational health and safety management systems against ISO 45001, in accordance with ISO 19011 and ISO/IEC 17021, as applicable.

Who should attend?
Anyone with the need to audit an organization's OH&S management system.

What will I learn?

- Explain the purpose of an occupational health and safety management system, of occupational health and safety management system standards, of management system audit, of third-party certification, and the business benefits of improved performance of the occupational health and safety management system.
- Plan, conduct, report and follow-up an audit of an occupational health and safety management system to establish conformity (or otherwise) with ISO 45001, and in accordance with ISO 19011 and ISO/IEC 17021 where appropriate.

ISO 45001
Occupational Health and Safety

OHS Risk Assessment (based on ISO 45001:2018)

Duration: 1 day

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.

Who should attend?

This course specially designed to meet the needs of safety and health committee members, working teams for ISO 45001 management system compliance and all interested functions and levels.

What will I learn?

- To understand the concept of risk assessment
- To be able to identify occupational health and safety hazards and OH&S risks
- To be able to use qualitative methodology of risk assessment
- To be able to recommend practical control measures

Hazardous Chemical Management

Duration: 1 day

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

Who should attend?

Anyone who is responsible for or handles hazardous chemicals, including those in environmental management and/or health and safety.

What will I learn?

- Recognise and classify types of hazardous chemicals use in your organization
- Understand and decide on proper handling, storage and disposal methods for hazardous chemicals
- Choose proper protection and precaution measures when spills or accidental release of hazardous chemicals occurs

Incident Investigation for Safety & Health Committee

Duration: 1 day

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.

Who should attend?

Safety officers, safety and health committee members, managers, supervisors, technicians and engineers involved in or with an interest in the safety and health function.

What will I learn?

- Know the appropriate approach in handling and conducting incidents
- Understand how to apply root cause analysis to prevent recurrence.

ISO 37001
Anti-Bribery

ISO 37001 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 Anti-Bribery Requirements

Duration: 1 day

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/non-for-profit sectors.

Who should attend?
Anyone with responsibility for anti-bribery management.

What will I learn?

- Interpret the requirements for 'adequate procedures' contained within ISO 37001:2016
- Explain how anti-bribery management fits into your organization
- Demonstrate the business benefits of implementing an effective ABMS
- Describe the Plan-Do-Check-Act management system approach and how it relates to ISO 37001:2016

ISO 37001:2016 Anti-Bribery Internal Auditor

Duration: 2 days

This course provides a solid foundation in all aspects of the audit process. You'll be taken through a structured programme stage by stage that includes a balance of theory and practice.

Who should attend?
All personnel who are/will be coordinating anti-bribery management system internal audit activities within your organization.

What will I learn?

- Explain the principles of auditing; and the principles of auditing to ISO 37001:2016
- Prepare and distribute the audit report
- Initiate, prepare and conduct the audit activities
- Complete the audit
- Perform audit follow-up activities

ISO 37001:2016 Anti-Bribery Implementation

Duration: 2 days

This course will guide you through an implementation of an ISO 37001 ABMS using a combination of practical exercises and class discussions.

Who should attend?
Anyone with responsibility for anti-bribery management.

What will I learn?

- Recognize key management system concepts relating to the implementation of ISO 37001
- Identify a typical framework for implementing ISO 37001 following the PDCA cycle
- Interpret the requirements of ISO 37001 from an implementation perspective in the context of your organization
- Implement the requirements of ISO 37001 in your organization

ISO 37001:2016 Anti-Bribery Best Practice Programme

Duration: 5 days

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.

Who should attend?
Anyone with responsibilities for ethical behavior, corporate governance, risk and compliance, management systems, anti-bribery measures, human resources, procurement and those managing/selecting business associates especially if operating in high risk bribery environments.

What will I learn?

- Explain the background, structure and intent of ISO 37001:2016
- Interpret the requirements for 'adequate procedures' contained within ISO 37001:2016
- Implement to the requirements of ISO 37001:2016
- Conduct internal audit to the requirements of ISO 37001:2016

ISO 22301
Business Continuity

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 Transition

Duration: 1 day

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.

Who should attend?
Anyone involved in the planning, implementing, maintaining, supervising or auditing of an ISO 22301 transition.

What will I learn?

- Discuss the development process and perspectives that were considered in the revision
- Recognize key mapping and changes from ISO 22301:2012 to ISO 22301:2019
- Identify the main terms and definitions in ISO 22301:2019 that differ from ISO 22301:2012
- Communicate BCMS specific requirements in ISO 22301:2019 that differ from ISO 22301:2012

ISO 22301:2012 Implementation

Duration: 2 days

Learn how to establish a business continuity management system within your organization and clarify roles and responsibilities during disruption. You'll identify and protect business critical functions, building resilience and capability to continue operating during unexpected events.

Who should attend?
Business continuity managers and consultants, risk, information security, IT and operations managers and consultants.

What will I learn?

- Understand business continuity management best practice
- Design, plan and implement your own business continuity management system
- Create business continuity policies, objectives and processes
- Understand how to meet ISO 22301 requirements and prepare for certification

ISO 22301:2012 Introduction

Duration: 1 day

This course will help you to prepare for the unexpected and protect your organization with a basic understanding of business continuity. You'll learn about the key concepts of business continuity, understand the benefits of a business continuity management system and become familiar with the requirements of ISO 22301.

Who should attend?
Continuity, risk, quality, IT, environmental, health and safety manager, consultants and auditors who are new to ISO 22301 business continuity.

What will I learn?

- Understand the key concepts of business continuity
- How to introduce business continuity management to your organization
- Identify critical business functions and potential disruptions
- Understand how to protect your business ahead of disruption
- Understand how to recover business critical functions in crisis situations organization

ISO 22301:2012 Internal Auditor

Duration: 2 days

Learn how to complete each stage of the internal audit process, by understanding the requirements of ISO 22301 within the context of an audit.

Who should attend?
Business continuity managers, consultants and management system auditors who want to audit to ISO 22301.

What will I learn?

- The scope and requirements of ISO 22301 in the context of an audit
- Plan, conduct and report on an ISO 22301 internal audit
- Recommend improvements to a business continuity management system
- Confidence in maintaining ISO 22301 certification
- Effective business continuity management during times of disruption

ISO 22301
Business Continuity

CQI & IRCA ISO 22301:2012 Lead Auditor

Duration: 5 days

This course will develop the knowledge and skills required to lead a BCMS audit, with emphasis on independent auditing principles and practices.

Who should attend?
Anyone with responsibility for managing a BCMS audit.

What will I learn?

- Describe the purpose of a business continuity management system, of business continuity management systems standards, of management system audit and of third party certification.
- Explain the role of an auditor to plan, conduct, report and follow up business continuity management system audit in accordance with ISO 19011 (and ISO 17021 where appropriate).
- Plan, conduct, report and follow up an audit of a business continuity management system to establish conformity (or otherwise) with ISO 22301 in accordance with ISO 19011 (and ISO 17021 where appropriate)

Crisis Management

Duration: 1 day

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).

Who should attend?
Anyone involved in emergency planning and crisis management.

What will I learn?

- Describe the type of circumstances where incident and crisis management are relevant
- Explain the key features of effective Incident and Crisis Management Plans
- Identify when Incident and Crisis Management Plans should be used and when to stand down
- Demonstrate use of Crisis Management Plans to deal with a disaster

ISO 22301: 2012 Lead Implementer

Duration: 5 days

This training provides the best practice methods to lead an implementation of the standard within a typical organization; and ensure its effectiveness by teaching delegates soft skills such as leadership, management, effective delegation, problem solving and motivation.

Who should attend?
Those who are responsible for the management and implementation of an ISO 22301:2012 management system

What will I learn?

- Explain the role of an implementer in ensuring the successful implementation of a Business Continuity Management System into any organization
- Have the skills to establish, operate, monitor and maintain a Business Continuity Management System
- To identify the leadership skills, based on best practice, to lead the implementation of a Management System.

Business Impact Analysis

Duration: 1 day

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.

Who should attend?
Anyone involved in providing critical services, with client expectations of no disruption, or rapid recovery time should attend Business Impact Analysis training.

What will I learn?

- Analyze a business system and identify critical activities
- Explain recovery time objectives and how impacts vary with time
- Identify critical resources for resilience protection and/or recovery measures
- Shape supply chain decisions
- Formulate a Business Impact Analysis as a key practice for planning business resilience and recovery measures

ISO 22301
Business Continuity

Business Continuity Plans (BCP) Principles and Practices Duration: 1 day

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.

Who should attend?

Anyone involved in providing critical services with the interest or responsibility of formulating recovery arrangements following service disruption.

What will I learn?

- Analyse continuity requirements and determine if BCPs are suitable and relevant
- Develop plans for continuity management and disaster recovery
- Identify resource requirements for the successful implementation of BCPs
- Construct BCPs to recover services back to BAU
- Exercise BCPs to validate them

ISO/IEC 27001
Information Security

Loss of client, employee and intellectual data is one of the biggest threats facing modern organizations and it is vital that you take steps to safeguard your company and customer information. Our ISO/IEC 27001 training courses follow a structure to help you familiarize yourself with the standard, understand how to implement an Information Security Management System (ISMS), and how to audit it.

ISO/IEC 27001:2013 Requirements

Duration: 1 day

This comprehensive one day course explores in depth all of the business implications of the international standard for ISO/IEC 27001 ISMS.

Who should attend?

Anyone with interest on information security, data protection, corporate governance, risk and compliance, management systems, security, IT services, human resources, financial and accounting records and any business area that interacts with high risk private data.

What will I learn?

- Why ISMS is important to an organization
- What are the key concepts and principles in ISO/IEC 27001 including the various clauses, definitions and regulations
- Effective information security management throughout your organization

ISO/IEC 27001:2013 Internal Auditor

Duration: 2 days

The course aims to provide guidance and practical experience in planning, executing, and reporting Information Security Management System audits.

Who should attend?

Information security managers, IT and corporate security managers, corporate governance managers, risk and compliance managers and information security consultants.

What will I learn?

- What are the principles of auditing conformance to ISO/IEC 27001
- What are audit activities and how to initiate an audit
- Your company will have an internal resource and process to be able to conduct its own audit of its ISMS to assess and improve conformance with ISO/IEC 27001

ISO/IEC 27001:2013 Implementation

Duration: 2 days

This course helps delegates understand the requirements of ISO/IEC 27001. It covers the fundamental disciplines needed and the methods that should be applied when implementing Information Security Management Systems.

Who should attend?

Information security managers, IT and corporate security managers, corporate governance managers, risk and compliance managers and information security consultants.

What will I learn?

- How to identify a typical framework to implement an ISMS compliant with ISO/IEC 27001 following the Plan, Do, Check, Act (PDCA) cycle
- How to conduct a base line review of the organization's current position with regard to ISO/IEC 27001
- How to implement key elements of ISO/IEC 27001
- Develop vital processes, policies and procedures that can be put into practice effectively

ISO/IEC 27001:2013 Lead Implementer

Duration: 5 days

We'll teach you how to set up an ISMS that conforms to ISO/IEC 27001 in an organization.

Who should attend?

Information security managers, IT and corporate security managers, risk and compliance managers and project managers

What will I learn?

- How to identify a typical framework to implement and ISMS compliant with ISO/IEC 27001 following the Plan, Do, Check, Act (PDCA) cycle
- How to conduct a base line review of the organization's current position with regard to ISO/IEC 27001
- How to interpret the requirements of ISO/IEC 27001 from an implementation perspective in the context of their organization
- Create the framework for your own ISMS

ISO/IEC 27001
Information Security

CQI and IRCA Certified ISO/IEC 27001:2013 Lead Auditor Duration: 5 days

Learn how to conduct and lead audits to enable successful management of an ISO/IEC 27001 management system. This globally recognized lead auditor qualification will equip you with the skills to manage threats and reduce risks to your management system through enhanced information security processes.

Who should attend?
Information security managers, IT and corporate security managers, corporate governance managers, risk and compliance managers and information security consultants.

What will I learn?

- Understand the role of the auditor in the context of an Information Security Management System
- How to build an Information Security Management System (ISMS) and understand the processes within the system
- Learn how to manage and lead an ISO/IEC 27001 audit team

ISO/IEC 27701:2019 Implementation
Duration:2 days

This course will help you understand how the requirements of ISO/IEC 27701 provide the basis of an effective PIMS and provides guidance for personally identifiable information (PII) controllers and/or processors, processing PII.

Who should attend?
Anyone involved in planning, implementing, maintaining or supervising an ISO/IEC 27701 PIMS. The course is equally relevant to PII controllers and PII processors.

What will I learn?

- Recognize a typical framework for extending your ISO/IEC 27001 ISMS to include specific requirements and guidance for protecting personally identifiable information (PII) and implementing a PIMS
- Interpret key requirements and guidance of ISO/IEC 27701 from both a PII controller and processor implementation perspective
- Identify the benefits to your organization of implementing an ISO/IEC 27701 PIMS

ISO/IEC 27701:2019 Requirements
Duration: 1 day

This course will help you understand the principles of ISO/IEC 27701 and the changes required to extend your ISMS. It will help you understand how the requirements of ISO/IEC 27701 will provide the basis of an effective PIMS and provides guidance for PII controllers and/or PII processors.

Who should attend?
Anyone involved in the planning, implementation and maintenance of an ISO/IEC 27701 PIMS, including PII controllers and PII processors.

What will I learn?

- Recall the ISO/IEC 27701 terms and alternative terms used elsewhere
- Explain the background of ISO/IEC 27701 and its intended outcome
- Identify the specific requirements and guidance in ISO/IEC 27701
- Identify key concepts and structure of ISO/IEC 27701

ISO/IEC 27701:2019 Internal Auditor
Duration: 2 days

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.

Who should attend?
The course is applicable to representatives from any size or type of organization who are currently involved in planning, implementing and maintaining a PIMS to the ISO/IEC 27701:2019 standard.

What will I learn?

- Recognize the key operational requirements of ISO/IEC 27701:2019 and how to go about assessing them
- Identify what and who should be audited and why
- Recall where to look for evidence when conducting audits
- Conduct audits in all aspects of PIMS processes
- Conduct audits in all aspects of privacy control selection, implementation and effectiveness

ISO 14001
Environmental Management

Our ISO 14001 management systems training puts environmental best practice at the heart of your operations. It enables your business to grow and succeed while reducing its impact on the environment. You will learn how to meet the latest Environmental Management Systems (EMS) policy requirements and benefit from a structured approach.

ISO 14001:2015 Requirements

Duration: 2 days

Using a step-by-step process, this course helps you understand the requirements of ISO 14001. Understand how you can use ISO 14001 to save your organization money and demonstrate to staff and customers that you are operating sustainably.

Who should attend?
Any individual requiring knowledge of ISO 14001 and environmental management systems.

What will I learn?

- Structure of ISO 14001 which incorporates the Annex SL common framework for management system standards
- Main concepts such as process approach, Plan-Do-Check-Act, lifecycle perspective, aspects and impacts
- Address concerns that feed directly into your corporate responsibility
- Demonstrate environmental commitment to clients, regulators and the public

ISO 14001:2015 Internal Auditor

Duration: 2 days

This course develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO 14001:2015. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Who should attend?
Anyone involved in the auditing, maintaining or supervising of an ISO 14001:2015 EMS.

What will I learn?

- Guidelines of management system auditing according to ISO 19011:2011
- Application of auditing guidelines to ISO 14001:2015
- Initiating, preparing and conducting audit activities
- Completing audit and follow-up

ISO 14001:2015 Implementation

Duration: 2 days

If you've already got a thorough understanding of ISO 14001 and need to implement the standard in your organization, then this course is for you.

Who should attend?
If you're leading an implementation of ISO 14001, part of a team involved in planning the implementation of ISO 14001 or you need to conduct a gap assessment of your current system.

What will I learn?

- Gain the confidence to satisfy the requirements of ISO 14001
- Able to ensure ISO 14001 adds value to your organization

ISO 14001:2015 Lead Implementer

Duration 5 days

This training combines our 14001 requirements and implementing courses, with an additional 2 days of content with examination. This will provide delegates 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 delegates management skills such as leadership, effective delegation, problem solving and motivation.

Who should attend?
Those who are responsible for the management and implementation of a ISO 14001:2015 management system.

What will I learn?

- Recognize a typical framework for implementing ISO 14001:2015 following the PDCA cycle
- Interpret key concepts and requirements of ISO 14001:2015 from an implementation perspective
- Identify the benefits specific to an organization in relation to implementing an effective EMS
- Conduct a base line review of an organization's current position with regard to ISO 14001:2015
- Implement key concepts and requirements of ISO 14001:2015

ISO 14001
Environmental Management

CQI and IRCA Certified ISO 14001:2015 Lead Auditor

Duration: 5 days

You'll acquire the skills to plan, conduct, report and follow-up an EMS audit that establishes conformity and enhances environmental performance.

Who should attend?
Anyone with the need to audit an organization's ISO 14001:2015 EMS.

What will I learn?

- Explain the purpose and benefits of an EMS
- Explain the role of an auditor to plan, conduct, report and follow up an audit in accordance with ISO 19011
- Gain the skills to plan, conduct, report and follow up an audit in accordance with ISO 19011 (and ISO 17021 where appropriate)

Scheduled Waste Management

Duration: 1 day

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."

Who should attend?
All individuals in organizations handling scheduled wastes.

What will I learn?

- Basic understanding on storage and handling of scheduled wastes and its records keeping
- Working knowledge on the EQ (Scheduled Wastes) Regulations 2005
- Sound understanding on the importance of records keeping such as notification of scheduled wastes (Second Schedule), inventory of scheduled wastes (Fifth Schedule), consignment notes for scheduled wastes (Sixth Schedule), and the purpose and use of Seventh Schedule, i.e. information of scheduled wastes

ISO 14001:2015 Strategic Approach to Risk-based Thinking

Duration: 2 days

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.

Who should attend?
This course is designed for managers, executives and environmental professionals who need a practical understanding of the context of the organization and risk-based thinking.

What will I learn?

- Understand the context of your organization in planning and implementation of the environmental management system (EMS)
- Understand the application of risk-based thinking in the context of ISO 14001:2015
- Understand the of structured method in developing an effective EMS relevant to the context
- Understand how to integrate actions that address the risks and opportunities into your EMS processes or other relevant business processes

ISO 50001
Energy Management

Our ISO 50001 Energy Management Systems training courses will help you understand how to use, develop and manage policies and procedures to improve your energy efficiency, achieve targets, and reduce costs. We can help you create awareness and embed a culture of best practice when managing energy across your organization, allowing you to reduce your impact on the environment.

ISO 50001:2018 Requirements

Duration: 1 day

1 C 2 C 3

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).

Who should attend?
Anyone involved in the planning, implementing, maintaining, supervising or auditing of an ISO 50001 Energy Management System.

What will I learn?

- Why an EnMS is important to an organization and its benefits
- The background of ISO 50001:2018 and its intended outcome
- The terms and definitions used
- The key concepts and structure of ISO 50001:2018
- The main requirements of ISO 50001:2018

ISO 50001:2018 Implementation

Duration: 2 days

1 C 2 C 3

This course aim to provide you to understand and apply a range of tools and techniques to establish and implement an energy management system (EnMS) that can help your organization improve energy use, consumption and efficiency, by implementing the requirements of ISO 50001:2018.

Who should attend?
Any person or team tasked with or interested in establishing, implementing and maintaining an energy management system based on ISO 50001:2018.

What will I learn?

- Plan and implement an ISO 50001:2018 EnMS
- Define the resources required to implement an EnMS
- Develop and utilize the technical aspects of energy review, energy baselines, energy performance indicators, and energy measurements
- Develop energy policies, processes, objectives, energy targets and documented information

ISO 50001:2018 Internal Auditor

Duration: 2 days

1 C 2 C 3

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).

Who should attend?
Any person or team tasked with, or interested in, auditing the conformity and the effectiveness of an energy management system based on ISO 50001:2018.

What will I learn?

- Explain and apply the guidelines of management systems auditing according to ISO 19011:2018
- Explain the application of these guidelines to auditing ISO 50001:2018
- Plan an internal audit of ISO 50001:2018
- Prepare internal audit activities
- Conduct an internal audit

CQI & IRCA ISO 50001:2018 Lead Auditor

Duration: 5 days

1 C 2 C 3

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.

Who should attend?
Any person or team tasked with, or interested in, leading an audit of an organization's EnMS and those seeking to become a second-party EnMS auditor based on ISO 50001.

What will I learn?

- Plan, conduct and follow-up on auditing activities that add real value
- Build stakeholder confidence by leading and managing the EnMS audit process
- Grasp the application of risk-based thinking, leadership and process management

ISO 22000, FSSC22000, BRCGS, HACCP
Food Safety

Organizations involved in the food supply chain are responsible for sourcing and delivering safe food to the highest quality. From understanding the principles and application of HACCP to implementing effective internal audit processes, we'll help you meet customer requirements and ensure your food products are in line with global food safety best practice.

ISO 22000:2018 Requirements

Duration: 1 day

Learn how to embed continual improvement at the heart of your organization through an ISO 22000 FSMS. The revised standard is an opportunity for organizations to align their strategic direction and increase focus on improving food safety performance.

Who should attend?
Anyone involved in the planning, implementing, maintaining, supervising, or auditing of an ISO 22000 food safety management system.

What will I learn?

- The ability to consistently provide safe foods and relevant products and services that meet customer and applicable statutory and regulatory requirements
- Addressing risks associated with its objectives
- The ability to demonstrate conformity to specified food safety management system requirements

ISO 22000:2018 Transition Training

Duration: 1 day

This course introduces you to the new ISO high level structure (HLS) for management system standards and explores the changes between ISO 22000:2005 and ISO 22000:2018.

Who should attend?
Anyone involved in the planning, implementing or supervising of an ISO 22000:2018 transition, as well as ISO 22000:2005 auditors who need to convert to ISO 22000:2018.

What will I learn?

- Explain the purpose and use of Annex SL Appendix 2 and the framework for the new ISO high level structure
- Describe the new requirements relating to context, leadership, planning, support and operation
- Explain key concepts such as risk-based thinking and process approach
- Communicate specific FSMS requirement changes from ISO 22000:2005

ISO 22000:2018 Implementation

Duration: 2 days

In this course you'll 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.

Who should attend?
Anyone involved in the planning, implementing, maintaining or supervising of an ISO 22000 FSMS.

What will I learn?

- Recognize a typical framework for implementing ISO 22000 following the PDCA cycle
- Interpret key concepts and requirements of ISO 22000 from an implementation perspective
- Identify the benefits specific to an organization in relation to implementing an effective FSMS

ISO 22000:2018 Internal Auditor

Duration: 2 days

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.

Who should attend?
Anyone involved in the auditing, maintaining or supervising of an ISO 22000 FSMS.

What will I learn?

- Initiate the audit
- Prepare and conduct audit activities
- Prepare and distribute the audit report
- Complete the audit and audit follow up

ISO 22000, FSSC22000, BRCGS, HACCP
Food Safety

CQI and IRCA Certified ISO 22000:2018 Auditor Transition Duration: 2 days

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.

Who should attend?
ISO 22000:2005 Internal and Lead Auditors who need to transition to ISO 22000:2018.

What will I learn?

- Plan an audit to ISO 22000:2018
- Establish that the scope and criteria for an audit are appropriate
- Prepare an on-site audit plan that is appropriate to the organization's context and processes
- Conduct ISO 22000:2018 audits
- Audit food safety management system requirements
- Generate audit findings
- Demonstrate the ability to collect and verify appropriate audit evidence, including appropriate sampling

ISO 22000:2018 Strategic Approach to Risk Based Thinking Duration: 1 day

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).

Who should attend?
Managers, executives and food safety professionals who need a practical understanding of the context of the organization and risk-based thinking.

What will I learn?

- Determine the context of your organization in planning and implementation of the FSMS
- Understand the application of risk-based thinking
- Apply risk-based thinking to the FSMS
- Provide a structured method in developing an effective FSMS relevant to the context of the organization and risk-based thinking

CQI and IRCA Certified ISO 22000:2018 Lead Auditor Duration: 5 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.

Who should attend?
Anyone with the need to audit an organization's FSMS.

What will I learn?

- Describe the purpose of a FSMS, of FSMS standards, of management system audits and of third party certification
- Explain the role of an auditor to plan, conduct, report and follow up a FSMS audit in accordance with ISO 19011 (and ISO 22003 including ISO/IEC 17021, where appropriate)
- Plan, conduct, report and follow up an audit of a FSMS to establish conformity (or otherwise) with FSSC 22000 and ISO 22000 in accordance with ISO 19011 (and ISO 22003 including ISO/IEC 17021, where appropriate)
- Apply the concept of product and process risk to audit findings

ISO 22000, FSSC22000, BRCGS, HACCP Food Safety

Understanding FSSC 22000 v5

Duration: 1 day

Learn how to embed continual improvement at the heart of your organization through an FSSC 22000 Food Safety Management System (FSMS). The base of the ISO 22000:2018 standard is an opportunity for organizations to align their strategic direction and increase focus on improving food safety performance.

Who should attend?
Anyone involved in the planning, implementing, maintaining, supervising, or auditing of an FSSC 22000 food safety management system.

What will I learn?

- What is an FSSC Food Safety Management System (FSMS) is?
- Why an FSSC FSMS is important to an organization and its benefits
- The key concepts and structure of FSSC 22000 and ISO 22000:2018
- The main requirements of FSSC 22000 and ISO 22000:2018

FSSC 22000 v5 Implementation

Duration: 2 days

You'll 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 step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation and monitor your FSMS Plan.

Who should attend?
Anyone involved in the planning, implementing, maintaining or supervising of an FSSC 22000 FSMS.

What will I learn?

- Recognize a typical framework for implementing FSSC 22000 following the double PDCA cycle
- Interpret key concepts and requirements of FSSC 22000 from an implementation perspective
- Identify the benefits specific to an organization in relation to implementing an effective FSMS
- Conduct a baseline review of an organization's current position with regard to FSSC 22000
- Implement key concepts of FSSC 22000
- Implement key requirements of FSSC 22000

FSSC 22000 v5 Implementing Changes

Duration: 1 day

All certified FSSC 22000 organizations shall be audited against version 5 between 1 January and 31 December 2020. 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.

Who should attend?
Those involved in the planning, implementing or supervising of an FSSC 22000 version 5 transition.

What will I learn?

- Provide an overview of FSSC 22000 v5 and the changes to the scheme
- Explain the purpose and use of Annex SL Appendix 2 and the framework for the new ISO HLS
- Identify new and revised terms and definitions applicable to ISO 22000:2018 and FSSC 22000 v5
- Recognize a typical framework for implementing an FSMS following the double PDCA cycle

FSSC 22000 v5 Internal Auditor

Duration: 2 days

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.

Who should attend?
Anyone involved in the auditing, maintaining or supervising of an FSSC 22000 FSMS.

What will I learn?

- Prepare, conduct and follow-up on FSSC 22000 audit activities
- Identify and apply the benefits and requirements of an FSSC 22000 audit
- Gain the skills to assess an organization's capability to manage its FSMS
- Write factual audit reports and suggest corrective actions

ISO 22000, FSSC22000, BRCGS, HACCP Food Safety

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

Duration: 5 days

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.

Who should attend?
Anyone responsible for or associated with their organization's FSSC 22000 FSMS.

What will I learn?

- Describe the purpose of an FSMS, FSMS standards, management system audits and third-party certification
- Explain the role of an auditor to plan, conduct, report and follow up an FSMS audit in accordance with ISO 19011, ISO 22003 and ISO/IEC 17021
- Plan, conduct, report and follow up an audit of an FSMS to establish conformity (or otherwise) with FSSC 22000 version 5 in accordance with ISO 19011, ISO 17021, ISO/TS 22003

Root Cause Analysis in the Food Industry

Duration: 1 day

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

Who should attend?
Food industry professionals from a diverse range of functions including senior management, technical/quality assurance, engineering, production, operations, procurement/purchasing, human relations/security, supply and distribution.

What will I learn?

- Describe the key concepts of root cause analysis (RCA)
- Explain the intent and benefits of RCA
- Describe a formal RCA process and identify the steps to implement
- Interpret key concepts of different RCA methodologies and distinguish the most appropriate methodology for different types of nonconformities
- Apply the concept of RCA methodologies to a variety of food industry nonconforming situations

HACCP Plans and GMP Implementation

Duration: 2 days

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.

Who should attend?
Anyone who is likely to participate in developing, implementing and reviewing HACCP plans; or would like to further their knowledge in food safety risk assessment.

What will I learn?

- Apply CODEX HACCP food safety risk methodology
- Relate CODEX HACCP methodology to your company HACCP plans and the requirements of the BSI HACCP and GMP Certification Criteria
- Participate in developing and reviewing HACCP plans

Good Manufacturing Practice

Duration: 1 day

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.

Who should attend?
Chefs (senior level), production managers, maintenance managers, purchasers (who have impact on purchasing the correct raw material & incoming inspection), stewarding managers (hospitality), QA managers.

What will I learn?

- Explain food safety risks from GMP
- Demonstrate knowledge of each GMP component and their impact on food safety
- Be able to review existing work place GMPs and amend them accordingly, if required

ISO 22000, FSSC22000, BRCGS, HACCP Food Safety

FSPCA Preventive Controls for Human Food

Duration: 3 days

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.

Who should attend?

Those involved in food safety activities for the companies which are required to register with U.S. FDA, including domestic and foreign facilities that manufacture, process, pack or hold food for human consumption in the U.S.

What will I learn?

- Develop a written food safety plan
- Comply with the requirements of the U.S. FSMA
- Become a certified PCQI

BSI Catering Food Safety Certification

Duration: 1 day

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).

Who should attend?

The course is aimed at you if you're involved in food safety system development, implementation and monitoring for catering operations for events or in restaurants, schools, hospitals, or care homes. This course is especially relevant for food service managers, chefs, cooks and anyone involved in food safety compliance activities.

What will I learn?

- Apply the BSI Catering Food Safety Certification criteria to your operations
- Apply a structured framework to your food safety system

PAS 96:2017 Food Defence (TACCP) Guidance

Duration: 1 day

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.

Who should attend?

Food industry professionals and those working in the food industry who may contribute to a food defence plan including security, human resources, food technology, process engineering, production and operations, procurement, distribution and logistics, and information technology.

What will I learn?

- Recognize different types of threat assessment methodologies that may be used to identify threats to an organization, operation and product
- Describe the process of TACCP food defence (PAS 96:2017)
- Source relevant information to inform a food defence threat assessment
- Apply the concept of food defence and TACCP
- Perform a food defence threat assessment
- Document a food defence plan

Effective Food Safety Auditing

Duration: 2 days

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.

Who should attend?

Technical managers, quality managers, quality coordinators, production managers, team leaders, operators, laboratory technicians/coordinators and food industry graduates

What will I learn?

- Describe how an audit is scheduled, planned, organized, conducted, reported and followed-up in accordance with ISO 19011 industry best practice
- Show awareness of reporting and communicating the results of audits to all levels of the organization to improve compliance and apply continuous improvement methodology

ISO 22000, FSSC22000, BRCGS, HACCP Food Safety

Protection Against Food Allergen

Duration: 1 day

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.

Who should attend?

Staff members from organizations involved in food manufacturing and any individual who is looking to mitigate the risk of cross-contamination in their food processes.

What will I learn?

- Understand the requirements of allergen management
- Understand how to measure and identify risk within the manufacturing process
- Gain an overview of labelling requirements

Food Fraud Prevention (VACCP)

Duration: 1 day

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.

Who should attend?

The course is designed for anyone involved in the sourcing; purchasing; procurement; supply chain logistics; raw material authenticity and compliance; new product development; technical; quality; marketing or organizational risk management.

What will I learn?

- Improve your supply chain resilience
- Strengthen procurement and sourcing practices within your organization
- Apply risk-based methodologies to determine significant vulnerabilities to prioritise controls and mitigation strategies
- Manage, control and reduce the risk of food fraud to your organization

Effective Foreign Matter Management in the Food Industry

Duration: 1 day

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.

Who should attend?

Food industry professionals from a diverse range of functions including technical/quality assurance, purchasing and supply, distribution, engineering and maintenance and production and operations.

What will I learn?

- Explain incidents and types of foreign matter contamination in food
- Identify sources of foreign matter from products, plant, premises, processes, practices and people
- Assess workplace for sources of foreign matter specific to organization
- Identify key concepts in the application of foreign matter management

ISO 22000, FSSC22000, BRCGS, HACCP Food Safety

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

Duration: 1 day

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.

Who should attend?

Anyone wanting to pinpoint the changes to the BRCGS Food Safety Standard should attend this training course. Site Quality/ Technical Managers and their teams/ personnel who are responsible for compliance to the BRCGS Food Safety Standard may particularly benefit from attending this training course.

What will I learn?

- The changes to existing requirements
- What sites need to do to implement the new requirement
- Recognize the changes to the protocol of the Standard
- Know what to expect from a typical BRCGS Global Food Safety Standard audit
- Gain an overview of labelling requirements

BRCGS Global Standard For Food Safety Issue 8: Sites Training

Duration: 2 days

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.

Who should attend?

Technical and quality managers; consultants; internal audit team leaders, internal audit team members and BRCGS Global Standards Approved Training Partners.

What will I learn?

- The details of the scheme including audit scope and planning for the audit and the Global Markets programme.
- How an audit is closed, what corrective actions are and how certificates are issued.
- The current compliance monitoring of certification bodies by BRCGS Global Standards.
- The benefits of being listed on the BRCGS Global Standards Directory.

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

Duration: 2 days

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.

Who should attend?

Anyone wanting to pinpoint the changes to the BRCGS Food Safety Standard should attend this training course. Site Quality/ Technical Managers and their teams/ personnel who are responsible for compliance to the BRCGS Food Safety Standard may particularly benefit from attending this training course.

What will I learn?

- The changes to existing requirements
- What sites need to do to implement the new requirements
- Recognize the changes to the protocol of the Standard
- Know how the audit should be carried out and reported consistently
- Know the changes for Issue 8 including changes to existing clauses, new requirements and clauses for additional voluntary modules (AVM's)

BRCGS Global Standard For Food Safety Issue 8 : Auditor Training

Duration: 3 days

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.

Who should attend?

Certification body auditors or new auditors seeking registration, technical and quality managers who wish to gain an in-depth understanding of the audit process, consultants.

What will I learn?

- Explain the role of an auditor to plan, conduct, report and follow up a FSMS audit in accordance with BRCGS
- Plan, conduct, report and follow up an audit of a FSMS to establish conformity with BRCGS
- Apply effective auditing techniques

ISO 22000, FSSC22000, BRCGS, HACCP Food Safety

BRCGS Global Standard For Food Safety Issue 8 : Lead Auditor

Duration: 5 days

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.

Who should attend?

Certification body auditors or new auditors seeking registration, technical and quality managers who wish to gain an in-depth understanding of the audit process, consultants.

What will I learn?

- Explain the requirements of the Standards and how compliance can be demonstrated
- Explain the role of an auditor to plan, conduct, report and follow up a FSMS audit in accordance with BRCGS
- Describe the food safety auditor competencies as defined by GFSI
- Plan, conduct, report and follow up an audit of a FSMS to establish conformity with BRCGS
- Apply effective auditing techniques

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

Duration: 2 days

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

Who should attend?

Auditors

What will I learn?

- List the aims of the BRCGS scheme
- Describe the format, scope and structure of the Standards
- Effectively audit the requirements of the Standard
- Be able to complete the BRCGS audit and write the report
- Know how and where to access support from the BRCGS Standards

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

Duration: 1 day

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.

Who should attend?

This course will be particularly beneficial to those in the capacity of operational and technical team leader/management roles, audit team leaders and members, as well as quality auditors and consultants.

What will I learn?

- The details of the BRCGS Storage and Distribution certification scheme, including audit scope and how planning for the audit can be conducted effectively.
- How an audit is closed, what corrective actions are and how certificates are issued.
- The current compliance monitoring of certification bodies by BRCGS Global Standards.

BRCGS Hazard Analysis and Critical Control Points (HACCP)

Duration: 2 days

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.

Who should attend?

Operational, Quality and Technical staff/Food safety management team members implementing HACCP or food safety plans and BRCGS Professionals.

What will I learn?

- Understand the BRCGS requirements in relation to HACCP
- Describe Codex Alimentarius principles of HACCP
- Describe the reasons HACCP may fail and the most common BRCGS non-conformities related to HACCP
- Complete the preparatory stages for developing the HACCP plan
- Conduct a hazard analysis, determine CCPs and develop a HACCP plan with monitoring, correctiveaction and verification activities

ISO 22000, FSSC22000, BRCGS, HACCP Food Safety

BRCGS Internal Auditor

Duration: 2 days

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

Who should attend?
Operational, quality and technical staff responsible for managing an internal auditing schedule and BRCGS Professionals.

What will I learn?

- Understand the roles and responsibilities of auditors
- Be able to plan and conduct an internal audit
- Know how to write concise, accurate and factual audit reports
- Be able to undertake audit follow-up activities

BRCGS Root Cause Analysis

Duration: 1 day

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.

Who should attend?
Consultants/Auditors/Quality and safety management staff at manufacturing, storage/distribution and retail sites and BRCGS Professionals.

What will I learn?

- Define root cause analysis (RCA)
- Understand difference between symptoms and RCA
- Understand the role and importance of RCA in compliance with the BRCGS Standards
- Be able to perform a RCA and document it effectively

BRCGS Vulnerability Assessment for Food Fraud

Duration: 1 day

This course is designed to provide manufacturers with an in-depth and practical understanding of Vulnerability Assessment for Food Fraud tools and techniques, and how they can be applied in a practical manner relevant to the delegate's industry sector.

Who should attend?
urchasing/Technical and Quality personnel at manufacturing, storage and distribution and retail sites; Auditors and Consultants and BRCGS Professionals.

What will I learn?

- Understand vulnerability assessment requirements for BRCGS Standards
- Understand what is meant by the term 'food fraud'.
- Identify the difference between vulnerability assessment, threat analysis critical control point and food defence.

BRCGS Risk Assessment

Duration: 1 day

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

Who should attend?
Consultants/Auditors/Technical, Quality staff and BRCGS Professionals.

What will I learn?

- Define and understand the terms validation and verification
- Understand the level of detail required for each process
- Use validation and verification in practice
- Appreciate how validation and verification relate to conformance to the Standard

BRCGS Validation and Verification

Duration: 1 day

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.

Who should attend?
Consultants/Auditors/Quality and safety management staff at manufacturing, storage and distribution and retail sites and BRCGS Professionals.

What will I learn?

- Define and understand the terms validation and verification
- Understand the level of detail required for each process
- Use validation and verification in practice
- Appreciate how validation and verification relate to conformance to the StandardHACCP plan with monitoring, correctiveaction and verification activities

ISO 13485, MDR
Medical Devices

Our medical device training courses will help you understand all the necessary requirements so you can ensure that you maintain compliance and embrace internationally collated best practice.

ISO 13485:2016 Deep Dive - Clause by Clause

Duration: 2 days

This course enables a clause by clause understanding of ISO 13485:2016, which provides an effective solution to meet the comprehensive requirements of an effective QMS.

Who should attend?
Senior management, quality managers, regulatory affairs managers, internal and external auditors, consultants and anyone involved with the implementation of the standard.

What will I learn?

- Explain the scope and the structure of ISO 13485:2016
- Explain how to interpret the requirements of the standard within your organization
- Develop your knowledge of how the requirements of ISO 13485:2016 are established and maintained in an organization
- Identify the systems that are required to implement an ISO 13485:2016 QMS in order to gain or maintain certification to ISO 13485:2016

ISO 13485:2016 Implementation

Duration: 2 days

This course provides the knowledge and process steps to enable the effective implementation of a QMS that is in line with the requirements for ISO 13485:2016 certification.

Who should attend?
Anyone involved in defining, planning, or implementing an ISO 13485:2016 QMS, as well as management representatives and implementation team members.

What will I learn?

- Identify the steps for defining, planning, organizing and scheduling necessary activities
- Implement an effective quality management system
- Conduct a base line review of an organization's current position with regard to ISO 13485:2016

ISO 13485:2016 Internal Auditor

Duration: 2 days

This course is intended for medical device quality professionals wishing to build on their current knowledge of ISO 13485:2016 and evaluate the effectiveness of their QMS.

Who should attend?
Medical device quality professionals with knowledge of quality management systems and ISO 13485:2016, individuals interested in conducting first-party or second-party audits, management representatives, internal auditors and consultants.

What will I learn?

- Explain the structure and scope of ISO 13485:2016 and how it applies to the organization seeking regulatory compliance
- Identify the key principles of auditing and auditor responsibilities
- Conduct an effective audit based on process identification, sampling and questioning
- Determine if corrective action has been effectively implemented

Process Validation for the Medical Devices Industry Concepts and Awareness

Duration: 1 day

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

Who should attend?
All levels of personnel involved with the process validation activities from planning, executing, reporting, reviewing, approving and maintaining the process validation.

What will I learn?

- Understanding of the fundamentals and basic principles of process validation
- Understanding of how, when, where and why you should validate a process
- Implementation and documentation guide

ISO 13485, MDR
Medical Devices

CQI & IRCA ISO 13485:2016 Lead Auditor
Duration: 5 days

Learn to describe the purpose of an ISO 13485:2016 QMS audit and satisfy third-party certification. You'll acquire the skills to plan, conduct, report and follow up a QMS audit that establishes conformity and enhances overall organizational performance.

Who should attend?
Medical Device professionals interested in conducting first-party, second-party, and/or third-party audits, management representatives, quality directors and consultants.

What will I learn?

- Describe the purpose of a quality management system, of quality management systems standards, of management system audit and of third-party certification
- Explain the role of an auditor to plan, conduct, report and follow up a quality management system audit in accordance with ISO 19011 (and ISO 17021 where appropriate)
- Plan, conduct, report and follow up an audit of a quality management system to establish conformity (or otherwise) with ISO 13485 and in accordance with ISO 19011 (and ISO 17021 where appropriate)

Introduction to ISO 14971 Medical Devices to Risk Management for Medical Devices
Duration: 1 day

This course is designed to provide you with an understanding of the impact that ISO 14971:2009 has on the decision making process at medical device manufacturing firms.

Who should attend?
Regulatory, quality, design development, manufacturing, marketing managers and personnel, decision makers on management system strategy and internal auditors.

What will I learn?

- Identify the links between ISO 13485 and ISO 14971
- Learn how risk management applies to the product lifecycle
- Ensure compliance continues throughout product lifecycle

Understanding of FDA 21 CFR part 820 – Quality System Regulation
Duration: 2 days

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.

Who should attend?
All functions and levels of an organization who need to gain some basic understanding of the US FDA 21 CFR Part 820 requirements

What will I learn?

- Overview of the FDA and intention of the 21 CFR Part 820
- The up-to-date requirements of 21 CFR Part 820 and other Parts such as Part 11, Part 803 and Part 821
- Working knowledge in application of the requirements
- Ability to prepare and host an FDA inspection

Medical Device Directive (MDD) to Medical Device Regulation (MDR) Transition
Duration: 1 day

The course will give a general guideline of how to approach application of the new MDR, and will highlight the differences to the MDD that will affect all manufacturers.

Who should attend?
Manufacturers of medical devices, especially: regulatory affairs, design and development, clinical affairs specialists, quality management, and quality assurance personnel.

What will I learn?

- Explain the changes in the structure and administration of the regulation
- Recognize new economic operators affected by the regulation
- Identify key changes to the requirements concerning the steps for conformity assessment

ISO 13485, MDR
Medical Devices

Requirements of the Medical Device Regulation (MDR)
Duration: 2 days

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.

Who should attend?
New starters in Regulatory Affairs (RA) and those increasing their responsibility in this area, and RA professionals who are not familiar with the European MDR

What will I learn?

- Communicate the key requirements and concepts within the Regulation
- Reference the necessary aspects to evaluate if and how your company is affected by MDR and to what extent
- Define the vocabulary used within MDR
- Explain the structure and administration of the Regulation

Medical Device Single Audit Program (MDSAP) Fundamentals and Readiness
Duration: 2 days

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.

Who should attend?
Quality Assurance and Regulatory Affairs professionals within medical device organizations and organizations expanding their market reach to jurisdictions participating in MDSAP.

What will I learn?

- Demonstrate awareness of MDSAP fundamentals
- Explain the structure and scope of the MDSAP audit programme
- Explain the differences between MDSAP and other QMS audits

Implementation of the Medical Device Regulation (MDR) for CE Marking
Duration: 3 days

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. Moreover, you should gain confidence and expertise to evaluate and implement more specific requirements on your own.

Who should attend?
RA, QM, and QA professionals who need to implement the MDR

What will I learn?

- Develop a strategy for regulatory compliance as stipulated by MDR
- Fulfil Technical Documentation requirements
- Plan post-market activities required by MDR
- Put into effect gained knowledge concerning implementation of MDR requirements into your organization, e.g. in projects for CE-marking

Performance 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. For every organization, the path towards excellence needs to match its value and objectives, with the right focus to get results.

Process improvement

Certified Lean Practitoner

Duration: 5 days

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.

Who should attend?
Managers, engineers, maintenance and production supervisors and executives responsible for process improvement.

What will I learn?

- Identify waste in the workplace
- Identify opportunities that can enhance your organization's ability to provide value to your customers
- Carry out a work-based study on specific tasks and identify opportunities for improvement

Upgrading to Certified Lean Expert

Duration: 5 days

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

Who should attend?
Senior managers, managers, engineers, operational professionals and personnel responsible for the organisation's Lean improvement and culture transformation.

What will I learn?

- Lead and manage Lean improvement projects
- Explain Lean principles and techniques
- Apply relevant Lean techniques to eliminate wasteful practices
- Establish key performance metrics to monitor progress and results attained.

Certified Lean Expert

Duration: 10 days

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

Who should attend?
Managers, engineers, maintenance and production professionals responsible for production capacities, flexibility and responsiveness to meet demand.

What will I learn?

- Understand the contents of Lean initiatives – philosophy, principles and techniques
- Lead and manage Lean improvement teams to enhance shopfloor performance
- Train team members on Lean initiatives
- Identify key improvement opportunities and resolve issues
- Replicate Lean initiatives on factory-wide operations.

Certified Lean Master

Durataion: 15 days

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.

Who should attend?
Senior managers, managers, engineers and operational professionals responsible for Lean improvement and culture transformation projects.

What will I learn?

- Lead and manage lean improvement teams to enhance performance
- Train and guide lean experts on lean initiatives
- Take the lead in identifying and prioritizing key improvement opportunities and manage obstacles

Performance Improvement

Process improvement

Upgrading to Certified Lean Master

Duration: 5 days

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.

Who should attend?
Senior managers, managers, engineers and operational professionals responsible for Lean improvement and culture transformation projects.

What will I learn?

- Understand the contents of lean initiatives – philosophy, principles and techniques
- Lead and manage lean improvement teams to enhance performance
- Train and guide lean experts on lean initiatives
- Take the lead in identifying and prioritizing key improvement opportunities and manage obstacles

Certified Six Sigma Green Belt

Duration: 6 days

By attending this course, you'll get an overview of Six Sigma and learn about the key concepts associated with building effective project teams. You'll be introduced to intermediate level quality tools from the Six Sigma methodology to help you deliver improvements within your organization. (including 6-month Minitab training licenses and IASSC certification exam)

Who should attend?
Engineers, supervisors, group leaders, executives and officers that need knowledge of Six Sigma fundamental tools and how to apply them to improve business performance.

What will I learn?

- Effectively apply Six Sigma methods and tools necessary to execute an engineering improvement project
- Work with Black Belts to identify and implement improvement projects
- Effectively lead teams to complete improvement projects within their departments
- Apply Six Sigma methods and tools
- Control day-to-day quality of your products/services

Certified Six Sigma Yellow Belt

Duration: 2 days

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.

Who should attend?
Associate/ assistant engineers, senior technicians, administrative executives/officers, and/or anyone who wants to be a trained as a Six Sigma project team member.

What will I learn?

- Effectively support Black Belts and Green Belts on improvement projects
- Basic Six Sigma tools for analysing and improving processes

Certified Six Sigma Black Belt

Duration: 14 days

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. (including 6-month Minitab training licenses and IASSC certification exam)

Who should attend?
Organizational leaders who are responsible for Six Sigma projects, such as managers, section managers, principal/senior engineers and senior officers.

What will I learn?

- Analyse and improve business or manufacturing processes using the Six Sigma approach
- Effectively facilitate the management team to identify improvement projects
- Effectively lead cross functional teams to improve organizational work processes
- Provide coaching to Green Belts on project execution, Six Sigma methods and tool application
- Share and apply Six Sigma principles, culture and methodology across the organization as a leading change agent

Performance Improvement

Process improvement

Upgrading to Certified Six Sigma Black Belt

Duration: 8 days

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. (including 6-month Minitab training licenses and IASSC certification exam)

Who should attend?

Anyone who is a Six Sigma Green Belt who wants to improve their knowledge and expertise as a Six Sigma Black Belt.

What will I learn?

- Effectively analyse and improve business or manufacturing processes using the Six Sigma approach
- Work with management to identify improvement projects
- Effectively lead teams to improve processes
- Share and apply Six Sigma principles, culture and methodology across your organization as a change agent

Certified Lean Sigma Green Belt

Duration: 9 days | BSI/IASSC Accredited

You'll be introduced to intermediate level tools and techniques to analyse and improve processes using the Lean Sigma approach. (including 6-month Minitab training licenses and IASSC certification exam)

Who should attend?

Engineers, supervisors, group leaders, executives and officers that need the knowledge and skills in most of the Lean Sigma fundamental tools.

What will I learn?

- An overview of how the Lean methodology can bring your organization towards business excellence
- An overview of how the Six Sigma methodology can help to improve business requirements
- Experience the DMAIC process combine the effectiveness of Lean and Six Sigma

Certified Lean Sigma Yellow Belt

Duration: 3 days

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.

Who should attend?

Associate/ assistant engineers, senior technicians, executives/ officers, and/or anyone who is a member of the Lean Sigma team.

What will I learn?

- Understand the concepts of Lean Sigma and the DMAIC process steps.
- Support Green and Black Belts as team members to participate effectively in improvement projects.
- Be able to apply the improvement tools learned in day-to-day job activities.

Certified Lean Sigma Black Belt

Duration: 18 days | BSI/IASSC Accredited

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

Who should attend?

Organizational leaders that are assigned to carry out Lean Sigma projects, such as managers, section managers, principal/senior engineers and senior officers.

What will I learn?

- Work with management to set up process improvement projects
- Lead project teams to execute improvement projects
- Mentor improvement project teams led by Green Belts
- Disseminate and apply Lean Sigma principles, methodologies and tools in the organization

Performance Improvement

Process improvement

Upgrading to Certified Lean Sigma Black Belt

Duration: 9 days | BSI/IASSC Accredited

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. (including 6-month Minitab Training Licenses and IASSC Certification Exam)

Who should attend?
Anyone who is a Lean Sigma Green Belt and wants to expand their expertise to become Lean Sigma Black Belt.

What will I learn?

- Develops skills to do more advanced analysis using the Lean Sigma approach
- Work with management to set up process improvement projects
- Lead project teams to execute improvement projects
- Serve as mentors to improvement project teams lead by Green Belts
- Share and apply Lean Sigma principles, methodologies and tools across your organization to drive process improvement

Certified Service Lean Sigma Green Belt

Duration: 9 days

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. (including 6-month Minitab training licenses and IASSC certification exam)

Who should attend?
This training is relevant to process owners who are responsible for the Green Belt role in the Lean Sigma deployment programme within a service organization.

What will I learn?

- Work with functional management to set up process improvement projects
- Lead a project team to execute improvement projects within the function

Certified Service Lean Sigma Yellow Belt

Duration: 3 days

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.

Who should attend?
Anyone who is a member of the Lean Sigma team.

What will I learn?

- The purpose of Lean Sigma and its key concepts
- The DMAIC improvement process
- Service value stream mapping
- Data collection plan, descriptive statistics, process capability analysis, cause and effect analysis, process redesign

Certified Service Lean Sigma Black Belt

Duration: 18 days

This course is designed for participants who are expected to play the Black Belts role in Lean Sigma implementation in non-manufacturing organizations. (including 6-month Minitab training licenses and IASSC certification exam)

Who should attend?
Cross functional project leads who are tasked by the management to play the Black Belt role in Lean Sigma deployment programme.

What will I learn?

- Utilize the structured DMAIC methodology in solving functional problems with breakthrough results.
- Demonstrate the linkages between projects and desired business results
- Manage and facilitate effective improvement project teams across the organization

Performance Improvement

Process improvement

Upgrading to Certified Service Lean Sigma Black Belt **Duration: 9 days**

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. (including 6-month Minitab training licenses and IASSC certification exam)

Who should attend?
Anyone who is a Service Lean Sigma Green Belt and wants to expand their Service Lean Sigma expertise.

What will I learn?

- Utilize the structured DMAIC methodology to solve functional problems
- Assist the management team to set up process improvement projects
- Lead project teams to execute improvement projects
- Disseminate and apply Lean Sigma mindset, methodologies and tools across your organization

Certified Process Improvement Practitioner

Duration: 3 days

Learn how to deploy Process Improvement initiatives, using highly developed methods, including established problem-solving and improvement tools.

Who should attend?
Anyone who wants to apply an effective and structured process improvement framework, and those who wants to learn about practical process improvement without any jargon, history, or gurus etc.

What will I learn?

- Recognize the need for clear process definition
- Identify the structure of process improvement deployment
- Recognize team structures and stakeholder influences and the needs of the interested parties
- Determine root causes
- Identify process improvement opportunities
- Recognize process standardization techniques
- Identify the basic principles of managing change and overcoming resistance to change

Certified Process Improvement Auditor

Duration: 2 days

This course is specifically designed to provide you with knowledge and help you develop the necessary skills when auditing process improvement.

The course is built around a comprehensive Case Study which you will audit. This will enable you to apply process improvement auditing to an organization (covering reactive, incremental and stepped change improvements).

Who should attend?
This course is designed for all qualified internal or lead auditors with experience of any management system discipline, who would like to develop specifically their auditor process improvement knowledge and skills

What will I learn?

- Reactive – Problem solving
- Team-based waste improvement activities
- Team-based lean improvement activities
- Formal improvement projects

Certified Auditor Professional (CAP)

Duration: 2 days

This interactive and highly practical two-day course will provide first-hand experience of the more advanced approaches and tools of process improvement, and the leadership skills that can help you lead teams making process improvements within an organization.

Who should attend?
Anyone who wants to apply an effective and structured process improvement framework, and those who wants to learn about practical process improvement without any jargon, history, or gurus etc.

What will I learn?

- Use Value Stream Mapping to identify where a process is underperforming
- Select, use and present analytical, graphical and mapping tools in improvement projects
- Utilize measures of process capability and control techniques to improve and sustain improvement
- Employ statistical methods to represent process performance relating to errors, process capability and control

Performance Improvement

Process improvement

Basic Understanding Lean and Six Sigma

Duration: 2 days

When both of these proven operational strategies combined, it simply doubles the operational improvement results. So understand how you can maximize them in your organization and projects with our two-day training course.

Who should attend?
Anyone who wants to achieve operational excellence and know more about these two revolutionary methodologies and their combined effect.

What will I learn?

- An overview of how the Lean methodology can bring your organization towards business excellence
- An overview of how the Six Sigma methodology can help to improve business requirements
- Experience the DMAIC process combine the effectiveness of Lean and Six Sigma

An Introduction to Lean Warehousing

Duration: 2 days

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.

Who should attend?
Managers and supervisors from manufacturing facilities, freight forwarding organizations, warehouses and stores, or any facility dealing with high frequency and high volume material movement and storage.

What will I learn?

- The purpose of Lean warehousing and its approach
- Identify common wastes in warehouse operations
- Know how various types of wastes impact operations and profitability

Basic Understanding of Six Sigma

Duration: 1 day

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.

Who should attend?
Anyone who wants to achieve operational excellence, or to learn more about this revolutionary methodology.

What will I learn?

- The concept of Six Sigma
- How organizations can benefit from implementation
- The purpose of Six Sigma in action as a corporate programme for quality
- The DMAIC improvement methodology for their projects

Performance Improvement

Problem solving

Effective PDCA Management and Deployment Techniques Duration: 1 day

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

Who should attend?
All personnel, from managerial to supervisory level who need to adopt the PDCA principle in their daily work.

What will I learn?

- The definition of each phase of the PDCA cycle
- How it can be effectively utilized in the problem solving, improvement initiatives, and any daily operational matters
- Common tools associated with each phase of the PDCA model

Problem Solving Through 7QC Tools Made Easy

Duration: 2 days

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.

Who should attend?
Anyone who would like to implement a basic, proven problem-solving methodology.

What will I learn?

- What is a problem solving model and how the PDCA cycle can be adopted
- How and when to use the 7QC Tools
- How the 7QC tools can be integrated into a quality management system (ISO 9001, IATF 16949, etc.) and other applicable management systems

8-Discipline (8D) team-oriented Problem Solving Techniques Duration: 2 days

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

Who should attend?
This course is designed for team leaders, managers, executives, supervisors or facilitators who are responsible for solving problems in their workplace.

What will I learn?

- How to implement effective team problem solving techniques
- Utilize root cause analysis technique, including 5 Whys for both special and common cause analysis and decision-making
- Understand the use of QC tools within each step of the 8D method

Effective Root Cause Analysis

Duration: 2 days

This course provides you with hands-on experience using a Root Cause Analysis (RCA) approach so you can more effectively solve your day-to-day operational problems and prevent recurrence.

Who should attend?
If you're a front line manager, team leader, quality assurance engineer/executive, supervisor or facilitator responsible for problem-solving or initiating improvements.

What will I learn?

- Understand the concept, definition and process of the root cause analysis using SURF methodology
- Uncover the real root causes of problems faced in your daily operations and enable fact-based decision-making
- Understand and differentiate the types of causes within a problem

Performance Improvement

Production control

Implementation of 5S Practices

Duration: 2 days

This course will provide you with the tools and knowledge to confidently implement 5S into your organization. You'll find the 5S approach to be an indispensable tool to help you improve workplace organization, employee discipline and morale.

Who should attend?
Managers, executives, engineers and supervisors who are responsible for overseeing or carry out improvement in the workplace.

What will I learn?

- The principles of 5S
- Benefits of 5S and workplace efficiency
- How to implement and sustain a 5S culture in any organization
- How to develop self-directed employees by using a team-focused approach

Process Mapping Toolbox Towards Excellence

Duration: 2 days

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.

Who should attend?
This training is designed for management representatives (MR), managers, engineers, executives and those who are involved in business or operational improvement.

What will I learn?

- The purpose and benefits of process mapping
- Applications and tools for process mapping
- Recommended tools and techniques for after process mapping

Internal Auditing of 5S Practices

Duration: 2 days

Managers, executives, engineers, team leaders and supervisors who are responsible for reviewing the status of 5S implementation.

Who should attend?
Senior managers, managers, engineers and operational professionals responsible for Lean improvement and culture transformation projects.

What will I learn?

- How to prepare, plan, conduct and report on an 5S audit
- The 5S implementation status and related scores
- Identify areas for improvement towards a more efficient and productive workplace
- How to present audit findings in a formal and structured manner

Zero Defect Through Poka Yoke

Duration: 1 day

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.

Who should attend?
Front line managers, engineers or executives who are involved in the development and implementation of Poka Yoke as part of their quality and profitability improvement initiatives.

What will I learn?

- The 6 Principles of error proofing
- Poka Yoke methods
- Types of Poka Yoke devices
- Poka Yoke implementation with root cause analysis
- How to implement ZDQ and Poka Yoke into your organization

Performance Improvement

Production control

Kaizen Implementation

Duration: 1 day

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

Who should attend?
This course is suitable for front line managers, team leaders, executives and those who are responsible for driving Kaizen activities.

What will I learn?

- Kaizen Event and Workplace Kaizen
- A systematic approach of how both Kaizen Event and Workplace Kaizen are carried out
- A practical approach to progress tracking and results reporting of these activities

An Effective Calibration System

Duration: 2 days

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

Who should attend?
This course is designed for front-line managers, engineers, executives and supervisors who are involved in the development and implementation of their organizations' equipment calibration system, a vital part of all quality assurance and management system initiatives.

What will I learn?

- The requirements of calibration for quality assurance and for compliance to quality management system standards
- How to appraise and identify calibration requirements and frequency
- How to develop an in-house cost-effective calibration programme
- The requirements for calibration certificates that conform to ISO/IEC 17025, general requirements for the competence of testing and calibration laboratories

Fundamentals of Acceptance Sampling

Duration: 1 day

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.

Who should attend?
This course is designed for all personnel, from shop floor to managerial levels, especially operators or inspectors who are hands-on practitioners to implement a quality control via acceptance sampling.

What will I learn?

- Attribute sampling plan – ISO 2859-1 (ANSI/ASQC Z1.4, MIL-STD-105E)
- Single sampling plan
- Double sampling plan
- Multiple sampling plan
- Variable sampling plan – ISO 3951-1 (ANSI/ASQC Z1.9, MIL-STD-414)
- Single specification and double specification
- Numerical and graphical method
- Switching rules

Zero Acceptance Number Sampling Plan

Duration: 1 day

This training course will introduce you to zero acceptance number sampling plans, the benefits and how to create a plan.

Who should attend?
This course is designed for all personnel, from shop floor to managerial levels, especially operators or inspectors who are hands-on practitioners to implement a quality control via acceptance sampling.

What will I learn?

- OC curve for acceptance sampling plan
- Application of zero acceptance number sampling plan
- Sampling plan switching rules
- Lot-by-lot sampling for attributes and variables
- Continuous sampling for attributes

Performance Improvement

Production control

Gage Repeatability & Reproducibility (GR&R)

Duration: 1 day

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.

Who should attend?
This course is designed for managers, engineers or executives who are involved in the development and implementation of Measurement System Analysis as part of their quality assurance and improvement programme, particularly within ISO 9001, or another applicable standard.

What will I learn?

- Understand the measurement system concepts
- A systematic approach for conducting a GR&R study
- The ability to evaluate the GR&R results and to decide on what follow up action to be taken

Measurement System Analysis (MSA) with Minitab Software

Duration: 1 day

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.

Who should attend?
Front line managers, engineers or executives who are or plan to be involved in the MSA activities as part of their quality improvement initiatives.

What will I learn?

- Planning and conducting Measurement System Analysis (MSA) with Minitab Software (Release 18), and
- Interpreting the results of MSA and deciding on the follow-up actions to be taken.

Practical Design of Experiment (DOE) with Minitab Software

Duration: 2 days

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

Who should attend?
Line managers, engineers or executives who are involved in quality improvement initiatives.

What will I learn?

- Interpret and apply basic statistical tools related to DOE using Minitab
- Understand the essentials of DOE methodology
- Plan, implement and analyze fundamental and practical industrial experiments

Statistical Process Control (SPC) with Minitab Software

Duration: 1 day

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.

Who should attend?
Front line managers, engineers or executives who are or plan to involve in the Statistical Process Control (SPC) activities as part of their quality improvement initiatives.

What will I learn?

- Construct various types of Control Charts using Minitab Software
- Interpret the results of Control Charts and decide on what follow-up actions to be taken
- Perform Process Capability Study and Analysis

Performance Improvement

Production control

Advance Statistical Process Control (SPC+) with Minitab Software Duration: 1 day

This course covers the CUSUM and EWMA control charts, as well as the different methods to compute process capability where the process does not follow normal distribution.

Who should attend?
Managers, engineers or executives who are involved in quality improvement initiatives.

What will I learn?

- Reduce the time needed to calculate and analyze advanced control charts, as well as Process Capability Analysis
- Minimize the calculation error due to manual calculation
- Confidently share the results obtained with internal/external customers

Advanced Pull Manufacturing with Heijunka

Duration: 2 days

This course combines theory with a simulation activity to convey the concept of an end-to-end pull system in a constant demand high-mix manufacturing operation. Various Lean tools are introduced and you will get a hands-on approach to how these tools can benefit your organization.

Who should attend?
Managers, executives and supervisors from manufacturing facilities which have to meet high mix customer demand.

What will I learn?

- The workings of an end-to-end pull system
- The concept of load-levelling
- Use of a signalling system to replenish material consumed at production stations and keep material flowing through the production processes
- The use of batch box and load-levelling box i.e. Heijunka

Total Productive Maintenance (TPM) for IATF 16949:2016 Duration: 1 day

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.

Who should attend?
Managers, engineers, IATF auditors, maintenance and production professionals responsible for the implementation and/or maintenance of the IATF 16949:2016 automotive quality management system.

What will I learn?

- The holistic programme of TPM, and its purpose
- An overview of TPM's 8 pillars
- The scope of work needed to fulfil IATF 16949:2016, clause 8.5.1.5

Total Productive Maintenance (TPM): Key to Production Effectiveness Duration: 2 days

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.

Who should attend?
Management, engineers, maintenance and production professionals responsible for the development, implementation and/or improvement of the maintenance management system and enhancing production capacities in an organization.

What will I learn?

- Understand the origin and development of TPM, and its purpose and impact
- Define the difference between conventional maintenance versus the world class approach to maintenance that is TPM
- An overview of TPM's eight pillars
- Comprehend the eight major equipment losses

Performance Improvement

Production control

Kanban Pull System with Heijunka Program

Duration: 4 days

This course covers the CUSUM and EWMA control charts, as well as the different methods to compute process capability where the process does not follow normal distribution.

Who should attend?
Managers, engineers or executives who are involved in quality improvement initiatives.

What will I learn?

- Reduce the time needed to calculate and analyze advanced control charts, as well as Process Capability Analysis
- Minimize the calculation error due to manual calculation
- Confidently share the results obtained with internal/external customers

Constraints Management : Key to Achieving `The Goal'

Duration: 2 days

This course will help you to understand what possible constraints are preventing you from reaching your goal and how to recognize them, before taking steps to manage, exploit and break free from such constraints, thus enabling you and your team to achieve higher goals.

Who should attend?
Managers, engineers, executives, production and service professionals and personnel who are responsible for the development and implementation of the operational management system and enhancing operation capacities.

What will I learn?

- Performance measures from a TOC perspective
- Synchronous manufacturing - Drum Buffer Rope (DBR) Methodology
- How to manage bottleneck processes via the 5 focusing steps
- Performance metrics in TOC
- Tools to improve the bottleneck processes

Quick Changeover for Operational Flexibility and Responsiveness

Duration: 1 day

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

Who should attend?
Engineers, maintenance and production professionals, and other personnel who are responsible for enhancing production capacities, flexibility and responsiveness to meet customer demands.

What will I learn?

- The purpose and impact of Quick Changeovers on production and business
- How Quick Changeovers enable mix production and flexibility
- The 6 Steps required to significantly reduce set-up and changeover time
- Understand and apply the tools and techniques in Quick Changeovers

Standard Operations with Training Within Industry (TWI)

Duration: 2 days

This course will provide you with the knowledge and skills to understand the TWI model and how to effectively put it to use.

Who should attend?
Supervisors, trainers and executives responsible for operations and staff development. Those tasked with work process improvement for quality and productivity enhancement.

What will I learn?

- TWI is and its enormous potential
- The application of TWI tools and techniques
- The importance of the correct training approach
- How daily work operations can be improved to increase productivity and eliminate waste
- The importance of human factors for a successful work team

Performance Improvement

Production control

Lean Office : Improving Transactional Processes with Lean

Duration: 1 day

This course introduces lean tools to learn to see waste in transaction processes, streamline process steps and improve process delivery efficiency.

Who should attend?
Top management, Lean leaders/facilitators, heads of supporting department and individuals who work in office/supporting functions, and service environment.

What will I learn?

- Understand Lean Principles and it's application in office transactional processes
- Grasp the essence of Lean – elimination of inefficiencies and wastes
- Know the specific lean tools and techniques to address transaction/office processes

Manufacturing Excellence Through Total Lean Transformation

Duration: 1 day

This course will provide you with a comprehensive, general overview of the principles, roadmap and techniques vital to transform a "traditional" manufacturing organization into a "lean" organization.

Who should attend?
Top management, factory managers, engineers, as well as front line & supporting processes personnel who are responsible for productivity, quality and/or efficiency improvement.

What will I learn?

- Lean Principles and its roots (reason for existence)
- The essence of Lean – elimination of wastes, and wasteful practices
- Get a 'bird's eye' view of Lean implementation strategy via a proven roadmap
- Various Lean techniques used specifically to identify and eliminate waste

Overall Equipment Effectiveness (OEE) Explained

Duration: 1 day

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.

Who should attend?
Supervisors, engineers, maintenance and production personnel responsible for ensuring optimum utilization of process equipment.

What will I learn?

- Understand the purpose of Overall Equipment Effectiveness (OEE) as a metric
- The correlation between equipment losses and OEE
- How OEE is monitored and measured accurately

Lean Supply Chain Management : Extending the Lean Enterprise

Duration: 1 day

This course will provide you with the practical knowledge, activities and functions of supply chain management (SCM), including how to initiate continuous improvement projects, project management and how to deal with implementation and change issues.

Who should attend?
Managers, executives, supervisors and those responsible for managing a supply chain.

What will I learn?

- The main role and activities of SCM functions
- The various types of activities and functions in the SCM concepts
- How to apply relevant tools to enhance efficiency and effectiveness
- Understand and measure the relevant key performance metrices (KPIs) in the SCM processes

Performance Improvement

Production control

Lean Deployment Management with Honshin Kanri

Duration: 2 days

This one day training course will provide you with sound knowledge of the concepts and practical knowledge of Hoshin planning and execution. Lean implementation initiatives can be deployed company-wide with Hoshin Kanri.

Who should attend?
Directors, senior managers, section managers, engineers, operational professionals and personnel who are involved in the strategic planning and operational environment.

What will I learn?

- The concept of Hoshin Kanri and its relation to strategic formulation
- The 5 major implementation steps and detailed activities
- Establishing vision, mission and strategies
- Deploy management vision via Matrix Cascade and Catch-Ball principles to next leve

Work Engineering for Smooth Flow Manufacturing

Duration: 2 days

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.

Who should attend?
Engineers, supervisors, technicians, and line leaders involved in operational management in the manufacturing sectors.

What will I learn?

- Work Engineering principles and applications
- Tools and techniques to reduce manage and improve work
- How to conduct work engineering and analysis comprehensively
- Proposing and improving operations for productivity

Enhancing Process Efficiency with Value Steam Management

Duration: 2 days

This two day training course will take you through the techniques of Value Stream Mapping (VSM) - a Lean visualization tool that helps you to model work processes and highlight the types and sources of activities that do not add value (wastes).

Who should attend?
Senior managers, managers, engineers, and other personnel who are responsible for lead-time reduction, productivity enhancement and inventory reduction in their operations.

What will I learn?

- How to apply the various VSM techniques
- How to identify the types and sources of wastes from the mapping
- Ideal conditions as targets for continual improvement
- Improvement opportunities and action plan

Introduction to Minitab Software

Duration: 1 day

With the application of Minitab, you can automate the tedious calculation process and focus more on analyzing the results for process improvement.

Who should attend?
Front line managers, engineers or executives to apply Minitab functionalities and capabilities to analyze the data for making decision

What will I learn?

- Enter data into a Minitab worksheet and use the Autofill feature
- Create data collection and sampling plans
- Generate patterned text, and date/time data
- Generate random samples from a column of data
- Use histograms, boxplots, and time series plots to analyze data
- Calculate descriptive statistics to examine important features of data

Performance Improvement

Performance management

Developing and Managing Key Performance Indicators (KPIs) 2 days

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.

Who should attend?
This course is designed for top management, senior managers or executives who are involved in establishing, leading and managing the implementation of performance measurement programme in the organization.

What will I learn?

- Understand the fundamentals of performance management
- Develop key performance indicators for an organization
- Deploy and manage key performance indicators
- Understand the change management perspective of performance management

People development

Managing People for Success

Duration: 2 days

This course helps all managers, whether new to the task or seeking to enhance their effectiveness, to increase the achievements of their team.

Who should attend?
This course is for those who are responsible for line-managing staff and achieving results.

What will I learn?

- Management tools to effectively delegate and manage workload
- Effective methods of delegation and balancing a manager's workload
- The principles of leading and managing teams
- How to implement performance management techniques to recognize talent and set SMART targets for staff

21st Century Supervisory Skills

Duration: 2 days

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

Who should attend?
Line managers, supervisors and team leaders - especially those who are new or have recently been promoted into this role.

What will I learn?

- Role of supervisors
- Planning, organizing, directing and controlling
- Team leadership and motivation
- Human resources management
- Communication and positive interaction
- Self-improvement initiatives

Performance Improvement

People development

Essential Communication Skills For Auditors

Duration: 1 day

This course provides auditors with the necessary tools to communicate effectively with audit team members, audit management, and auditee personnel.

Who should attend?
All the internal auditors who want to improve in their auditing skills by improving their communication skills.

What will I learn?

- Apply general communication skills to day-to-day work, enabling auditors to interact effectively with both their audit team members and the auditee
- Improve your understanding of why communication skills are the foundation to internal audit success
- Develop effective relationship and rapport building strategies to better influence stakeholders and auditees

The Art of Customer Complaints Handling

Duration: 2 days

This training aims to improve on the communicating techniques, which can be put into practice together with handling customer complaints in a holistic approach.

Who should attend?
All individuals who wish to feel and appear more confident through effective communicating technique.

What will I learn?

- Present themselves as a confident communicator
- Select different communication mediums and tools for the greatest impact
- Identify their personal areas of improvement to work on
- Demonstrate techniques for building rapport

Confident Communication

Duration: 2 days

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.

Who should attend?
Anyone who wishes to feel and appear more confident when communicating, seeks to improve their communication skills in the business environment.

What will I learn?

- How to be a more confident communicator
- How to make fantastic first impressions
- Managing feelings and relationships
- Active listening and responding
- Building rapport

Impressive Presentation Skills

Duration: 2 days

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.

Who should attend?
Managers, supervisors and team leaders who want to learn and improve on their presentation skills for reporting, training, marketing or selling purposes.

What will I learn?

- How to structure and deliver a presentation
- Identify the key features of an effective presentation and presenter
- Strategies for improving voice projection and relaxed body language
- Adapting presentations for different audiences and responding confidently to audience questions
- Strategies to overcome challenges or nervousness in a presentation

Performance Improvement

People development

Training Excellence: Train the Trainer

Duration: 3 days

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

Who should attend?
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.

What will I learn?

- How to link adult learning theories to training activities
- How to conduct a training needs analysis (TNA) and use the results to inform planning
- Establishing learning objectives, lesson plans and assessment tools
- Devise a variety of methods for making lecture-based programmes active
- Design, develop and deliver a training session to achieve set learning objectives

Improving Personal Effectiveness and Productivity

Duration: 2 days

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.

Who should attend?
Anyone who would like to enhance their personal and work effectiveness.

What will I learn?

- Identify your particular time wasters and learn strategies to overcome them
- How to plan and prioritise tasks & activities to accomplish important goals
- Overcoming procrastination
- How to effectively delegate tasks

EI for Workplace **Duration: 2 days**

This two day training 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.

Who should attend?
Anyone who wishes to bring new life and opportunity to their workplace through management of emotions.

What will I learn?

- Knowledge of key concepts of EI and its application in the workplace
- Self-awareness for better interpersonal relationships
- How to interpret the emotional roots and behaviour of others
- Deeper understanding of others
- How to use and manage emotions effectively effectively

Performance Improvement

People development

Lean Transformatin Champion : Being A Change Sponsor Duration: 2 days

This course will help to develop champions for the effective implementation of the Lean principles and tools, vital to achieve breakthrough improvement in the operational and organisational process performance.

Who should attend?
CEO's direct reports, general managers, directors, departmental heads, senior managers and managers.

What will I learn?

- The various tools/techniques available to address or manage improvement activities
- The roles and responsibilities of a Lean champion in the preparation, during and post stage of an improvement project
- The process for preparing, selecting, executing and monitoring project development

Lean Sigma Transformation Champion: Being A Change Sponsor Duration: 2 days

This course is designed to develop leaders for the effective implementation of the Lean Sigma tools and methodology.

Who should attend?
General managers, directors, departmental heads, senior managers and managers.

What will I learn?

- The purpose of Lean Sigma and its approach
- The roles and responsibilities of a Lean Sigma champion in each stage of a project
- The deployment process for preparing, selecting, executing and monitoring Lean Sigma project development

Six Sigma Transformation Champion: Being A Change Sponsor Duration: 2 days

This course is to develop leaders for the effective implementation of the Six Sigma tools and methodology. These will help you to achieve breakthrough improvement in your business process performances.

Who should attend?
CEO's direct reports, general managers, directors, departmental heads, senior managers and managers.

What will I learn?

- How to identify and manage Six Sigma projects & cultural change effectively
- The clarity on the roles and responsibilities of a Champion during Six Sigma implementation
- How to utilise effective methods to select Black Belts and Green Belts in your organization
- Manage and measure Six Sigma deployment

Lean Practices for Top Management Workshop

Duration: 1 day

This course will help to develop champions for the effective implementation of the Lean principles and tools, vital to achieve breakthrough improvement in the operational and organisational process performance.

Who should attend?
CEO's direct reports, general managers, directors, departmental heads, senior managers and managers.

What will I learn?

- The various tools/techniques available to address or manage improvement activities
- The roles and responsibilities of a Lean champion in the preparation, during and post stage of an improvement project
- The process for preparing, selecting, executing and monitoring project development
- The core principles to effectively implement a Lean program
- Various tools/techniques available to address or manage improvement activities

Performance Improvement

People development

Six Sigma Practices for Top Management Workshop

Duration: 1 day

This course is exclusively designed for organizational leaders looking for a methodology that will help their organizations achieve breakthrough business results.

Who should attend?
Top/senior management level (i.e. CEOs and their direct reports).

What will I learn?

- A clear understanding on the purpose and benefits of implementing Six Sigma
- Clarity on how Six Sigma can be fitted to your corporate business strategy
- How to define roles and responsibilities of top management

5S Principles & Practices for Senior Management Being A Change Sponsor

Duration: 1 day

This course will introduce you to 5S - a proven methodology for organizing, cleaning, developing, and sustaining a productive and functional work environment, which focuses on improving quality, safety, morale, productivity and efficiency.

Who should attend?
Senior management, managers and executives who are responsible and accountable for ensuring a successful 5S culture is established.

What will I learn?

- Practical understanding of the 5S principles and how it can be applied to any organization that seeks to improve its work environment
- An overview of how to systematically and effectively plan, implement and monitor the 5S program
- Utilising team approach in 5S deployment

Lean Sigma Practices for Top Management Workshop

Duration: 1 day

This workshop is designed to help top management understand Lean Sigma and how to build a solid action plan to implement into their organization.

Who should attend?
Suitable for senior and top management levels (i.e. CEOs and their direct reports).

What will I learn?

- The purpose of Lean Sigma and its key concepts
- Define key focus areas for implementation
- Lead and guide in the deployment of Lean Sigma

Find out more
Visit: bsigroup.com/en-ID/

Jakarta
Talavera Office Suite 20th Floor,
Jl. TB Simatupang Kav 22-26,
Cilandak 12430, DKI Jakarta
T: +62 21 80649 600
E: info.indonesia@bsigroup.com

Palembang
My Office, Graha Edukasi Lantai 3, Jl.
MP Mangkunegara No.05 Bukit
Sangkal, Kalidoni, Palembang,
Sumatera Selatan 30119
T: +62 711 5704 799

Surabaya
Graha Pena Building 8th Floor,
Suite 803, Jl. Ahmad Yani 88,
Surabaya 60234
T: +62 31 820 2029

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