Enterprise Training Solutions (ETS)

Find out how BSI can support your business with enterprise-wide training solutions.

Operating in over 190 countries, BSI's industry experts have developed an unrivalled portfolio of courses to support your entire organization.

As the creator of the world's leading standards we offer the most comprehensive suite of management systems and business improvement training aimed at empowering your people, at any level, to increase productivity and enhance business performance.

We'll work in partnership with you to identify your training needs and deliver a programme to meet them.

The BSI Training Academy can deliver high-quality training solutions to your whole organization, globally

Our Capabilities:

Our expertise, scale and reach means that we can support the training of your entire organization. In 2018 we trained over 212,000 people. And our clients include:

50% of the Fortune 500
84% of the FTSE 100
81% of the Nikkei 225 Index

| 50% of the Fortune 500 | 84% of the FTSE 100 | 81% of the Nikkei 225 index |

Choose the right format for you

Live Online Training
Join an expert tutor in a live "virtual" online classroom. Choose a dedicated classroom for your organization or share it with other delegates.
We are following local government guidelines on running training courses in public or on-site premises - we'll let you know as soon as our face-to-face training can resume.

Classroom based-training
Choose a date and venue near you, joining delegates from other companies.

On Site at your Premises
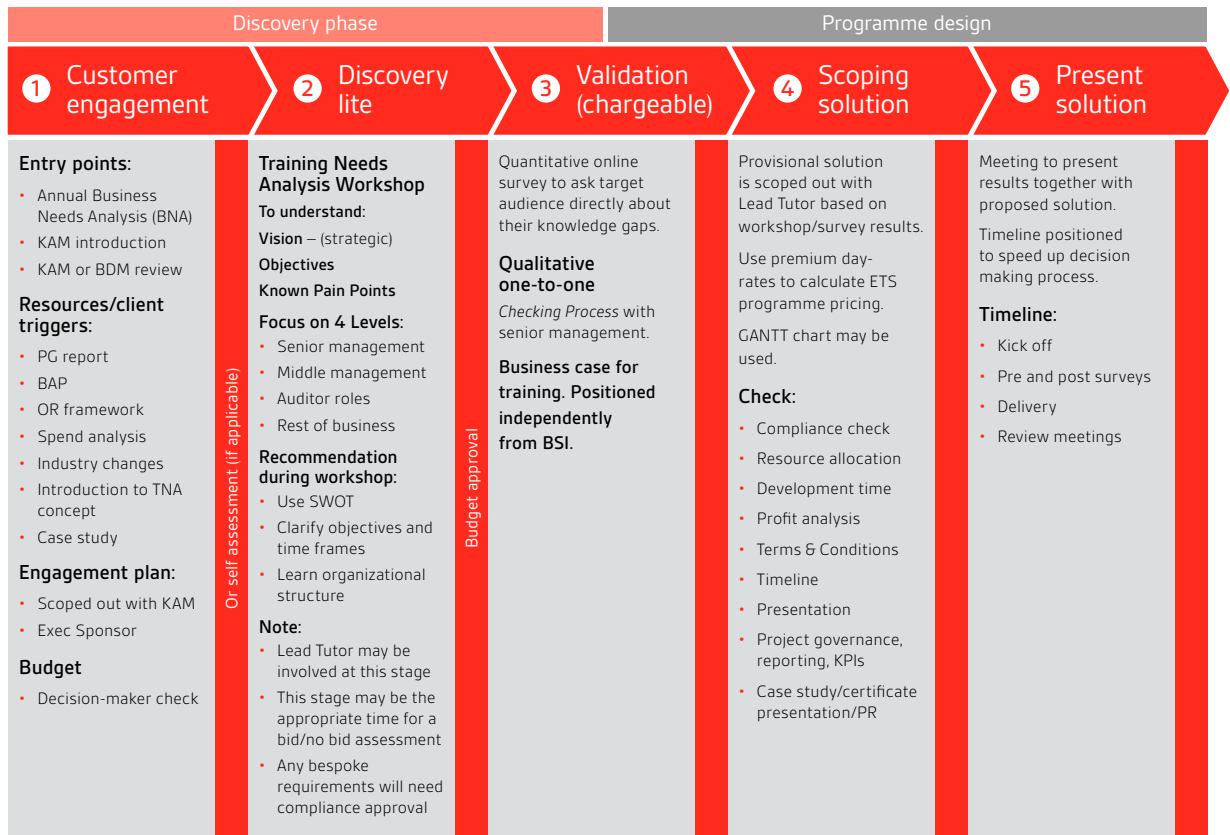The same high-quality training delivered face-to-face in your location.

Online in your own time
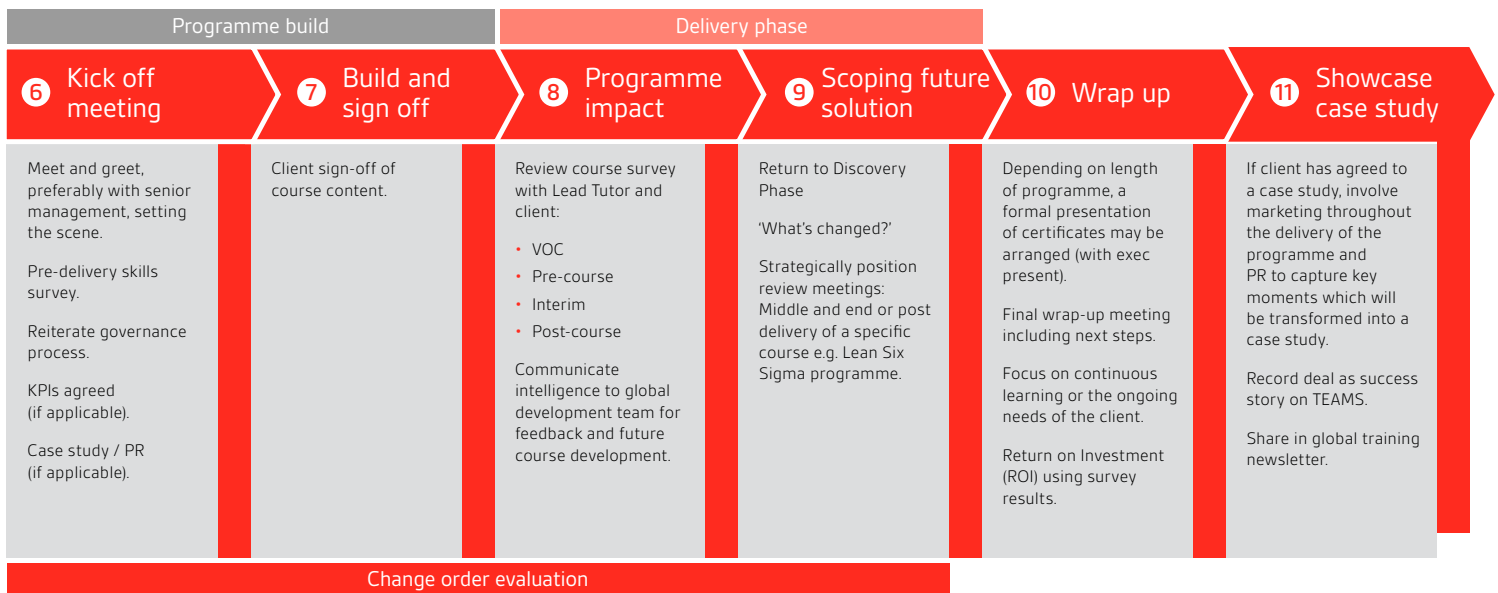For complete flexibility, study online where and when you choose

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ETS Process flow

The steps and phases outlined here and on the following page will help guide you to the right solution for your client.

Client size, location(s), needs and duration will all be factors in the design of your enterprise training solution.

You may not need all these steps – it will depend on the size and scope of the opportunity.

Discovery phase			Programme design	
1 Customer engagement	**2 Discovery lite**	**3 Validation (chargeable)**	**4 Scoping solution**	**5 Present solution**

1 Customer engagement

Entry points:
- Annual Business Needs Analysis (BNA)
- KAM introduction
- KAM or BDM review

Resources/client triggers:
- PG report
- BAP
- OR framework
- Spend analysis
- Industry changes
- Introduction to TNA concept
- Case study

Engagement plan:
- Scoped out with KAM
- Exec Sponsor

Budget
- Decision-maker check

Or self assessment (if applicable)

2 Discovery lite

Training Needs Analysis Workshop
To understand:
Vision – (strategic)
Objectives
Known Pain Points
Focus on 4 Levels:
- Senior management
- Middle management
- Auditor roles
- Rest of business

Recommendation during workshop:
- Use SWOT
- Clarify objectives and time frames
- Learn organizational structure

Note:
- Lead Tutor may be involved at this stage
- This stage may be the appropriate time for a bid/no bid assessment
- Any bespoke requirements will need compliance approval

Budget approval

3 Validation (chargeable)

Quantitative online survey to ask target audience directly about their knowledge gaps.

Qualitative one-to-one
Checking Process with senior management.

Business case for training. Positioned independently from BSI.

4 Scoping solution

Provisional solution is scoped out with Lead Tutor based on workshop/survey results.

Use premium day-rates to calculate ETS programme pricing.

GANTT chart may be used.

Check:
- Compliance check
- Resource allocation
- Development time
- Profit analysis
- Terms & Conditions
- Timeline
- Presentation
- Project governance, reporting, KPIs
- Case study/certificate presentation/PR

5 Present solution

Meeting to present results together with proposed solution.

Timeline positioned to speed up decision making process.

Timeline:
- Kick off
- Pre and post surveys
- Delivery
- Review meetings

Programme build		Delivery phase	
6 Kick off meeting	**7 Build and sign off**	**8 Programme impact**	**9 Scoping future solution**	**10 Wrap up**	**11 Showcase case study**

6 Kick off meeting

Meet and greet, preferably with senior management, setting the scene.

Pre-delivery skills survey.

Reiterate governance process.

KPIs agreed (if applicable).

Case study / PR (if applicable).

7 Build and sign off

Client sign-off of course content.

8 Programme impact

Review course survey with Lead Tutor and client:
- VOC
- Pre-course
- Interim
- Post-course

Communicate intelligence to global development team for feedback and future course development.

9 Scoping future solution

Return to Discovery Phase

'What's changed?'

Strategically position review meetings: Middle and end or post delivery of a specific course e.g. Lean Six Sigma programme.

10 Wrap up

Depending on length of programme, a formal presentation of certificates may be arranged (with exec present).

Final wrap-up meeting including next steps.

Focus on continuous learning or the ongoing needs of the client.

Return on Investment (ROI) using survey results.

11 Showcase case study

If client has agreed to a case study, involve marketing throughout the delivery of the programme and PR to capture key moments which will be transformed into a case study.

Record deal as success story on TEAMS.

Share in global training newsletter.

Change order evaluation

Why choose an **enterprise training solution**?

An enterprise-wide training solution can help with a number of challenges including:

- **Managing compliance** – for new, existing and transitioning standards, or permits

- **Managing talent** – development programmes

- **Maintaining the skills base** – continual training to manage personnel changes

- **Demonstrate continual improvement** – training programme aligned to strategy

- **Managing change** – new leadership, changing structures, strengthening or changing culture, acquisitions and mergers, right-sizing, managing growth

- **Embedding values** – culture, soft skills, communications and alignment

- **Improving best practice** – reducing costs and improving the working environment

- **Improving efficiency and reducing waste** – increasing productivity and performance

- **Organizational resilience** – business continuity, disaster recovery and incident management

At the BSI Training Academy we will create a continual improvement training programme that is aligned to your strategy.

Why an enterprise-wide training solution?

1. Manage compliance
2. Manage talent
3. Maintain your skills base
4. Demonstrate continual improvement
5. Manage change
6. Embed core values
7. Improve best practice
8. Improve efficiency and reduce waste
9. Develop your organization's resilience

What are the benefits?

1. Meet your strategic and tactical objectives
2. Deployed using accelerated learning techniques
3. Delivered by our inspiring tutors
4. Giving you excellent learning results and the confidence to immediately deploy new skills in your organization
5. Part of a long-term organizational competency programme

Why Choose BSI?

1. Our partnership approach means we look at your needs and help you identify how to solve them
2. BSI has helped to shape standards for many years. Our experts know standards inside out, so you benefit from our expertise when you train with us
3. Our excellent tutors are regularly rated over 9 out of ten by our delegates

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You will have dedicated team who:

- Understand your organization's training needs – a true partner
- Are experts in delivering programmes in your industry/sector
- Have deep management systems and performance improvement experience
- Deliver with passion unsurpassed training and development
- Create a training programme configured to your unique requirements
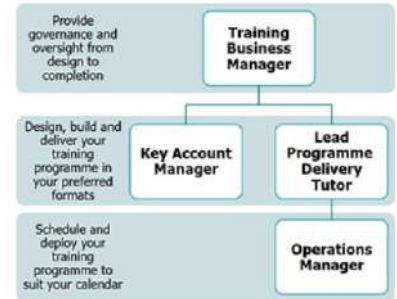
Our Senior Expert and International Qualified Tutor

Sofyan HS
Various ISO Standard, QHSE, ISO 21000, Risk Management, BCMS Anti Bribery Management Systems.

Jefrinal Rivai
Risk Management, QHSE, ISO 27001 Six Sigma, Lean Sigma Quality Improvement Tools, Building Information Modelling (BIM)

Andi Andang
QHSE, Six Sigma, Lean Sigma, Quality Improvement Tools, Automotive Industry

Jesaya Jaduman
Quality, Environmental, Health and Safety, Six Sigma and Lean Sigma

Kriston Siagian
QHSE, ISO 17025 Various Food Safety Management System Standard, Food Processing, Food Distribution

Eggar Kusuma Wardana
Various Food Safety Management System Standard, Food Processing, Food Distribution

Budi Setyawan
Risk Management, BCMS, QHSE, ISO 27001, ISO 37001, Six Sigma and Lean Sigma, Quality Improvement Tools

Dedy Pabelu
Risk Management, BCMS, QHSE, ISO 37001, Six Sigma and Lean sigma Senior Coach for Leadership and Management Skill

Suzandra
Quality, Environmental, Health and Safety Management Systems

Dewi Sari
QHSE, Bussiness Continuity Management Systems, Anti Bribery Management System

M. Ikhsan
QHSE, Various Food Safety Management System Standard, BRC, Restaurant and Caffe, Food Processing, Food Distribution

Agus Setiawan
Information Security Management Systems ISO 27001, Fin-tech, Banking, Commerce, Finance
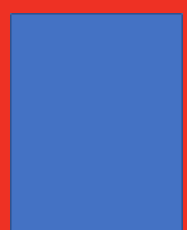
Setiarso
QHSE, ISO 27001, ISO 37001, ISO TS 16949, Quality Improvement Tools.

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In The world of Our Client

Connected Learning Live
Public Training & In-House Training

On site Training
(In-House Training)

What they tought:

Connected Learning Live
Internal Auditor ISO 9001:2015

"Bahan pelatihan cukup mudah dipahami, Pemateri memahami materi dengan baik dan mampu memberikan penjelasan serta menjawab pertanyaan peserta dengan jelas"

PT. Pengembang Pelabuhan Indonesia

Connected Learning Live
Requirement ISO 17025

"Sangat berguna untuk implementasi di tempat kerja khususnya di Laboratorium"

PT. Pertamina Indonesia

In-House Training
Requirement land Implementation ISO 45001:2015

"Pemaparan yang lugas dan mudah di mengerti, tepat sasaran. Terima kasih BSI"

Badan Siber dan Sandi Negara (BSSN)

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Type of Training Package

1. Best Practice programme

Combining the right training and support services, we help you invest in your people.

Upskill your teams so they can get the most out of your management systems with our Best Practice Programme. From planning through to implementation and ongoing audits, you're teams will be confident to drive continual improvements so it delivers value for your business

What is Best Practice?

Best Practice is a systematic approach of knowledge and skills development. It ensures an organization has the internal expertise to effectively implement change and improve performance.

What does our Best Practice programme include?

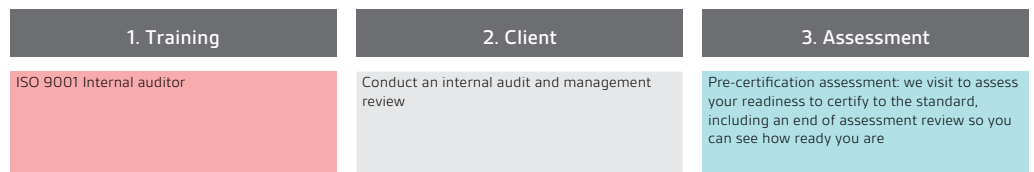Our Best Practice programmes has two main phases – pre and post implementation.
This ensures you have the right knowledge to plan your system appropriately and then move on to learn audit skills to conduct internal audits that support with ongoing monitoring of your system.

Both phases involve our training and support services, as well as implementation activities where you embed you learning and respond to any gaps identified.
By working with us, your teams will learn from our experts so they feel confident to implement your management system and ensure it continually improves.

Phase one: pre-implementation

1. Assessment	2. Training		3. Client
Gap assessment: we visit to review your current system against the ISO 9001 requirements so you can see where your gaps are	ISO 9001 Awareness for top management	ISO 9001 Interpretation and application	Develop documented information and ensure leadership approval
	ISO 9001 Strategic approach to risk-based thinking	Understanding of QMS processes	

4. Assessment	5. Training	6. Client
Desk top assessment: we assess the readiness of your documentation against ISO 9001 prior to system implementation	ISO 9001 awareness for staff	Implement the standard

Phase one: post-implementation

1. Training	2. Client	3. Assessment
ISO 9001 Internal auditor	Conduct an internal audit and management review	Pre-certification assessment: we visit to assess your readiness to certify to the standard, including an end of assessment review so you can see how ready you are

What are the benefits?

1. In-house expertise
2. Enhanced flexibility and convenience
3. Better engagement from your teams
4. Added value to your organization

Our Best Practice Programme

1. ISO 9001 Quality Management System
2. ISO 14001 Environmental Management System
3. IATF 16949 Automotive Quality Management System ISO
4. 45001 Occupational Health & Safety Management System
5. ISO 27001 Information Security Management System ISO
6. 22000 Food Safety Management System
7. ISO 37001 Anti Bribery Mangement System

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Type of Training Package

2. Diploma training programme
A package to build your expertise

This program will help your company become an expert in the field of implementation and audit of the Quality Management System. This program provides a holistic approach to understanding starting from the requirements of standards, implementation and auditing.

This program consists of classroom training by BSI experts and practices based on the typical of each organization, focus group discussions, case studies, and ends with an evaluation of each stage of the curriculum.

It is expected that participants who have completed the curriculum in this program become experts in the application and audit of the Quality Management System.

Participants will receive a certificate with BSI license for each curriculum and CQI/IRCA for Lead Auditor as well as diploma certificate if they have completed all programs

How will you benefits?

In-house knowledge
Your team will develop the skills to implement and maintain ISO 9001 in-house, which can help to reduce reliance on external consultants and boost operational resilience.

Increased resilience
By training your project team as a whole, you'll ensure the continuity of expertise for your organization if people leave or are promoted.

Deeper insight
Our gap assessment will help you identify any major gaps or weaknesses in your approach following the programme, allowing a deeper insight into what changes and improvements need to be made.

Added value
Rather than attending each course individually, our combined solution offers a more cost effective approach saving you time and money - with the added convenience of being trained at a location of your choice.

A more convenient approach
You can choose which days to hold each training session, whether its 5 consecutive days or split over a few weeks, you'll learn at a pace that suits you.

Avoid costly mistakes
By bringing together different levels and teams across the organization, you'll embed effective performance processes and maximize the benefits of the standard.
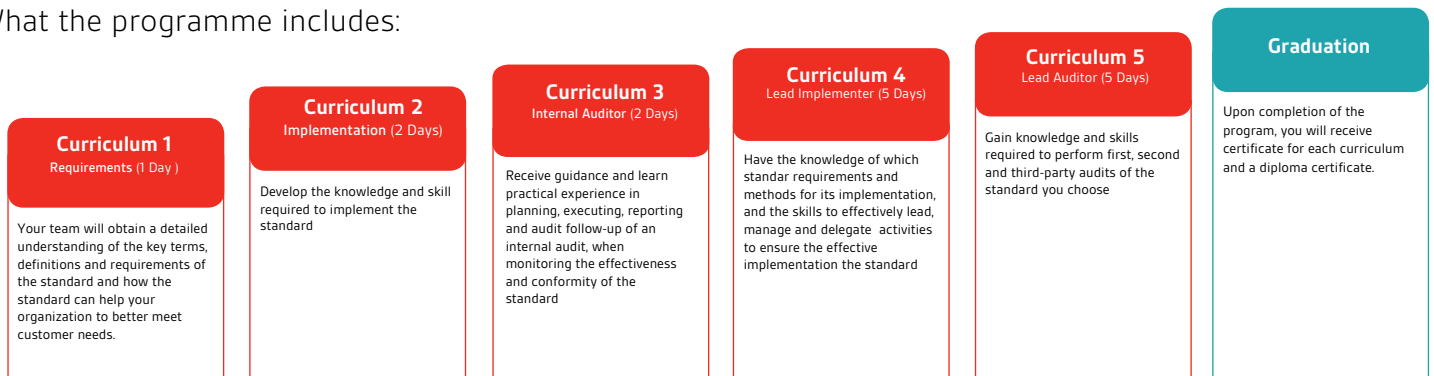
Enhanced flexibilit
Training a project team in implementing and auditing a standard means greater flexibility in allocating implementation and auditing tasks - reducing reliance on one or two team members.

Better engagement
Engage with colleagues from different departments and levels. This encourages team work and provides a platform where ideas can be bounced off one another. You'll also increase awareness and understanding of each other's roles, as well as staff morale.

What the programme includes:

Curriculum 1
Requirements (1 Day)

Your team will obtain a detailed understanding of the key terms, definitions and requirements of the standard and how the standard can help your organization to better meet customer needs.

Curriculum 2
Implementation (2 Days)

Develop the knowledge and skill required to implement the standard

Curriculum 3
Internal Auditor (2 Days)

Receive guidance and learn practical experience in planning, executing, reporting and audit follow-up of an internal audit, when monitoring the effectiveness and conformity of the standard

Curriculum 4
Lead Implementer (5 Days)

Have the knowledge of which standar requirements and methods for its implementation, and the skills to effectively lead, manage and delegate activities to ensure the effective implementation the standard

Curriculum 5
Lead Auditor (5 Days)

Gain knowledge and skills required to perform first, second and third-party audits of the standard you choose

Graduation

Upon completion of the program, you will receive certificate for each curriculum and a diploma certificate.

The period of this diploma program is one semester (6 months). If the number of participants from one organization meets the minimum of 10 people, the program period can be adjusted based on the organization's request.
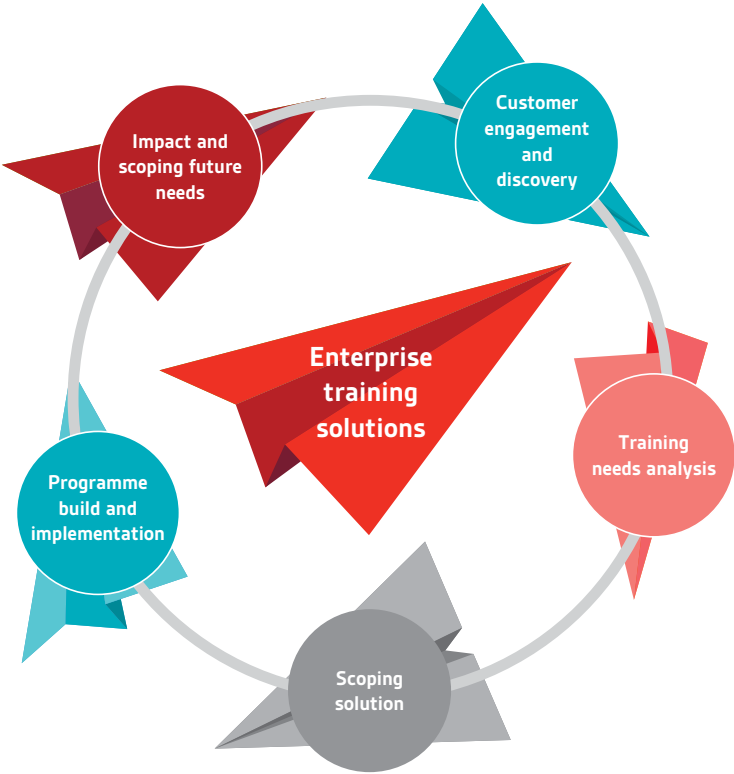
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Choose the right package for you

Best Practice Programme Package	Days
Quality Management Training Course	
Requirement ISO 9001:2015 Auditor	1
Implementation ISO 9001:2015 Auditor	2
Internal Auditor ISO 9001:2015 Auditor	2
CQI and IRCA Certified ISO 9001:2015 Lead Auditor Training course (IRCA Reg. No : 17955)	5
ISO 9001:2015 Lead Implementer Training Course	5
Environmental Training Course	
Requirement ISO 14001:2015 Auditor	1
Implementation ISO 14001:2015 Auditor	2
Internal Auditor ISO 14001:2015 Auditor	2
CQI and IRCA Certified ISO 14001:2015 Lead Auditor Course(IRCA Reg. No :A17903)	5
ISO 14001:2015 Lead Implementer Training Course	5
Occupational Health & Safety Training Courses	
Requirement ISO 45001:2018 Auditor	1
Implementation ISO 45001:2018 Auditor	2
Internal Auditor ISO 45001:2018 Auditor	2
Lead Implementer ISO 45001:2018	5
CQI and IRCA Certified ISO 45001:2018 Lead Auditor Training Course (PR357) JAKARTA Area (*New)	5
Information Security Training Course	
Requirement ISO 27001:2013 Auditor	1
Implementation ISO 27001:2013 Auditor	2
Internal Auditor ISO 27001:2013 Auditor	2
Information Security Management System (ISMS): Lead Implementer ISO/IEC 27001:2013	5
Information Security Management Systems Auditor/Lead Auditor Training Course (BS ISO/IEC 27001:2013) (IRCA Reg. No : 17287)	5
Anti Bribery	
ISO 37001:2016 Anti-bribery Management System Requirements Training Course	1
ISO 37001:2016 Anti-bribery Management Systems Internal Auditor Training Course	2
Food Safety Training Courses	
ISO 22000:2005 Food Safety Management Systems Requirements Course	1
Implementing ISO 22000 Food Safety	2
ISO 22000 Internal Auditor Training Course	2
Food Safety Management System Transition Training Course (ISO 22000:2005 to ISO 22000:2018	1
FSSC 4.1 Transition	2
FSSC 22000 - Food Safety Management Systems Auditor/Lead Auditor Training Course (ISO 22000:2005 & ISO/TS 22002-1:2009) (IRCA Reg. No : 17416) JAKARTA Area (*New)	5
HACCP Internal Auditing (*New)	2
Introduction to FSSC 22000 Food Safety System (*New)	1

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Choose the right package for you

Diploma Programme Package	Days	Total Days
Quality Management Training Course		
Curriculum 1: Requirement ISO 9001:2015 Auditor	1	
Curriculum 2: Implementation ISO 9001:2015 Auditor	2	
Curriculum 3: Internal Auditor ISO 9001:2015 Auditor	2	15
Curriculum 4: CQI and IRCA Certified ISO 9001:2015 Lead Auditor Training course (IRCA Reg. No : 17955)	5	
Curriculum 5: ISO 9001:2015 Lead Implementer Training Course	5	
Environmental Training Course		
Curriculum 1: Requirement ISO 14001:2015 Auditor	1	
Curriculum 2: Implementation ISO 14001:2015 Auditor	2	
Curriculum 3: Internal Auditor ISO 14001:2015 Auditor	2	15
Curriculum 4: CQI and IRCA Certified ISO 14001:2015 Lead Auditor Course(IRCA Reg. No :A17903)	5	
Curriculum 5: ISO 14001:2015 Lead Implementer Training Course	5	
Occupational Health & Safety Training Courses		
Curriculum 1: Requirement ISO 45001:2018 Auditor	1	
Curriculum 2: Implementation ISO 45001:2018 Auditor	2	
Curriculum 3: Internal Auditor ISO 45001:2018 Auditor	2	15
Curriculum 4: Lead Implementer ISO 45001:2018	5	
Curriculum 5: CQI and IRCA Certified ISO 45001:2018 Lead Auditor Training Course (PR357)	5	
Information Security Training Course		
Curriculum 1: Requirement ISO 27001:2013 Auditor	1	
Curriculum 2: Implementation ISO 27001:2013 Auditor	2	
Curriculum 3: Internal Auditor ISO 27001:2013 Auditor	2	15
Curriculum 4: Information Security Management System (ISMS): Lead Implementer ISO/IEC 27001:2013	5	
Curriculum 5: Information Security Management Systems Auditor/Lead Auditor Training Course (BS ISO/IEC 27001:2013) (IRCA Reg. No : 17287)	5	
Anti Bribery		
Curriculum 1: ISO 37001:2016 Anti-bribery Management System Requirements Training Course	1	
Curriculum 2: ISO 37001:2016 Anti-bribery Management Systems Internal Auditor Training Course	2	8
Curriculum 3: ISO 37001:2016 Anti-bribery Management Systems Lead Auditor Training Course	5	
Food Safety Training Courses		
Curriculum 1: ISO 22000 Requirements	1	
Curriculum 2: HACCP Plan and Implementation (1 Day)	1	
Curriculum 3: ISO 22000 Implementation	2	11
Curriculum 4: ISO 22000 Internal Auditor	2	
Curriculum 5: ISO 22000 Lead Auditor Training Course (ISO 22000:2005 & ISO/TS 22002-1:2009) (IRCA Reg. No : 17416)	5	
Lean Six Sigma		
Curriculum 1: Yellow Belt	3	
Curriculum 2: Green Belt	9	21
Curriculum 3: Black Belt	9	

Choose the right package for you

Business Improvement Programme Package	Days
Process Improvement	
An Effective Calibration System (*New)	2
Problem Solving Through 7QC Tools (*New)	2
Business Process Improvement Through 7 Management Tools (*New)	2
Effective Root Cause Analysis (*New)	2
People Development	
21st Century Supervisory Skills (*New)	2
Training Excellence: Train the Trainer (*New)	2
Confident Communication (*New)	2
Shop Floor Leadership Programme (* (*New)	2
Communication and Leadership Skills - Lead a Team to Success (* (*New)	2

Impact and scoping future needs

Customer engagement and discovery

Enterprise training solutions

Training needs analysis

Programme build and implementation

Scoping solution

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