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ISO 9001:2008 Courses and Workshops

ISO 9001:2008 is considered to be the foundation for any company supplying any product or service to any industry worldwide. It is considered the baseline for companies moving into specific sectors, such as Automotive, Aerospace, Medical Device, etc. It contains the fundamental requirements for:

- Business System Structure
- Management Responsibilities
- Documentation Structure
- Human Resource Management
- Company Infrastructure
- Planning and Project Management
- Purchasing
- Product and Process Design
- Production of Product/Process
- Measurement and Auditing
- Corrective and Preventive Actions
- Continual Improvement

Once your company has become compliant to this standard you may choose to, or your customer may require you to, attain 3rd party registration (certification) to the standard. The following training and workshops will assist your company in attaining this compliance and the resulting registration.

ISO 9001:2008 Management Overview

This course is intended for Top and Middle Management personnel who will be making the initial decisions, and supporting the implementation of ISO 9001. This course is also useful for anyone who wants to gain a general understanding of the standard and its basic requirements.

Coursework covers:

- The history of ISO and International Quality Systems
- The benefits of ISO 9001 compliance
- The fundamental requirements of ISO 9001
- Customer requirements for ISO 9001 compliance
- Discussion on the 3rd party registration process
- Implementation examples, scenarios, timelines, etc.

Course Outcomes:

- Supply Management a fundamental understanding of ISO 9001
- Ensure their understanding of the resources need for implementation
- Explain Top Managements role in the support of a ISO 9001 Quality Management System
- Understand the benefits of ISO 9001 compliance
- Understand why ISO 9001 is the basis for all other sector specific requirements

Course duration:

- 2-4 hours

Materials Provided:

- Copy of the presentation materials

Understanding ISO 9001:2008

This course is intended for those company personnel who need a more in depth understanding of ISO 9001. Typical participants in the course will support the development of the Quality Management System and work within it after it is development. This is what most companies would consider the basic and fundamental education requirement for all employees within the organization, regardless of their involvement in the system.

Coursework covers:

- The history of ISO and International Quality Systems
- The benefits of ISO 9001 compliance
- A detailed review of the requirement of the standard
- Review of the benefits of the process approach to auditing
- Discussion on how companies meet these requirements
- Review of suggested document and system formats
- Review of company's plans for the implementation of ISO 9001
- Discuss the employees roll in the support of the Quality Management System (ISO 9001)

Course Outcomes:

- Supply all participants with a detailed understanding of ISO 9001 and its requirements
- Ensure their understanding of their role in this Quality Management System
- Identify how they may be involved in the development of the Quality Management System
- Understand how their company will proceed in the implementation of the Quality Management System
- Basic understanding of the auditing and registration process which they will be involved in

Course duration:

- 8 hours

Materials Provided:

- Copy of the presentation materials
- Example document formats, etc.
- A copy of ISO 9001:2008 for use as reference in the classroom

Note: Published copies of ISO 9001:2008 can be provided for each participant at ISO list prices if required. www.iso.org

ISO 9001:2008 Courses and Workshops (cont.)

Implementing ISO 9001:2008 Workshop

This workshop is intended for those personnel who will be a member of the implementation team for the companies ISO 9001 Quality Management System. This workshop covers all the coursework described in "Understanding ISO 9001:2008" with the addition of workshop activities that begin to identify, document, and develop the actual documented Quality Management System.

Coursework covers:

- "Understanding ISO 9001:2008" coursework material
- Review of recommended document formats
- Outline and initial development of the Quality Manual
- Identification and initial development of processes and procedures required by the standard
- Identify and establish both document and records control procedures
- Identify all needed work instructions, records, etc.
- Documentation of a plan, with required tasks, for continued development

Course Outcomes:

- "Understanding ISO 9001:2008" outcomes
- Identify these participants as the subject matter experts for the companies Quality Management System.
- Established documentation formats for the companies Quality Management System
- Initial development of all manuals and procedures required by the standard
- Development of a plan and a timeline for continued development.

Course duration:

- 16+ hours

In many cases the company will work with the instructor to schedule follow up visits for continued coaching as the system is developed

Materials Provided:

- Copy of the presentation materials
- Example document formats, etc.
- Hard copy of ISO 9001:2008 is recommended

Note:

Published copies of ISO 9001:2008 are recommended for each participant at ISO list prices. www.iso.org

ISO 9001:2008 Internal Auditor Workshop

This workshop is intended for those personnel who have been identified as Internal Auditors for the companies ISO 9001 Quality Management System. This workshop covers all the coursework described in "Understanding ISO 9001:2008" with the addition of workshop and activities centered on the ISO 19011:2002 guideline for Management System Auditing. Using the company's existing Quality Management System participants will learn the process approach to effective auditing. Workshop activities include the development of an audit schedule, audit checklist and practice audits. If time permits, and the companies schedule allows, participants will finish the workshop by conducting actual audits of the Quality Management System, write audit reports, and present these to management.

Coursework covers:

- "Understanding ISO 9001:2008" coursework material
- Review of ISO 19011:2002 guideline
- Detail discussion, with activities, of the process approach to auditing
- Development of an audit plan
- Development of audit checklist
- Recommended methods and techniques for identifying, and ascertaining, objective evidence
- Writing effective audit reports, summaries and reporting to top management
- Effective follow-up of prior audit non-conformities

Course Outcomes:

- "Understanding ISO 9001:2008" outcomes
- Understand how to use the techniques and audit process as described in ISO 19011:2002
- Be able to explain the process approach to effective auditing
- Understand how develop an audit check list and audit plan
- Know how to write and present audit reports and summaries
- Explain how to perform effective follow-up auditing
- Be able to conduct actual audits, and write reports, on the company's Quality Management System

Course duration:

- 24 hours

Materials Provided:

- Copy of the presentation and course materials
- Examples of audit checklist, objective evidence, etc.
- Reference copy of ISO 19011:2002
- Reference copy of ISO 9001:2008

Notes:

If participants in this course have already completed "Understanding ISO 9001:2008" or equivalent, course duration could be reduced to 16 hours.

Published copies of ISO 9001:2008 are recommended for each participant at ISO list prices. www.iso.org

ISO 14001:2004 Courses and Workshops

ISO 14001:2004 is the International Environmental Standard and can be applied by all companies that produce products, materials, or services. The standard is based on ISO 9001:2008 and contains most of the same requirements with the addition of Environmental Impacts and Aspects. Although companies can become compliant and registered (certified) to this standard alone most companies attain compliance to ISO 9001:2008 first, then implement the additional requirements of ISO 14001:2004. The additional requirements of ISO 14001:2004 are the identification of environmental aspects, identification of the environmental impact of those aspects, and the management of those impacts

If your company is already compliant to ISO 9001:2008 the following course duration times can be reduced by as much as 50%.

ISO 14001:2004 Management Overview

This course is intended for Top and Middle Management personnel who will be making the initial decisions, and supporting the implementation of ISO 14001. This course is also useful for anyone who wants to gain a general understanding of the standard and its basic requirements.

Coursework covers:

- The history of ISO and International Environmental Systems
- The benefits of ISO 14001 compliance
- The fundamental requirements of ISO 14001
- Customer requirements for ISO 14001 compliance
- Discussion on the 3rd party registration process
- Implementation examples, scenarios, timelines, etc.

Course Outcomes:

- Supply Management a fundamental understanding of ISO 14001
- Ensure their understanding of the resources need for implementation
- Explain Top Managements role in the support of a ISO 14001 Environmental Management System
- Understand the benefits of ISO 14001 compliance

Course duration:

- 2-4 hours

Materials Provided:

- Copy of the presentation materials

Implementing ISO 14001:2004 Workshop

This workshop is intended for those personnel who will be a member of the implementation team for the companies ISO 14001 Environmental Management System. This workshop covers all the coursework described in "ISO 14001:2004 Management Overview" with the addition of workshop activities that begin to identify, document, and develop the actual documented Environmental Management System.

Coursework covers:

- "ISO 14001:2004 Management Overview" coursework material
- Review of recommended document formats
- Outline and initial development of the Environmental Manual
- Identification and initial development of processes and procedures required by the standard
- Identify and establish both document and records control procedures
- Identify all needed work instructions, records, etc.
- Documentation of a plan, with required tasks, for continued development

Course Outcomes:

- "ISO 14001:2004 Management Overview" outcomes
- Identify these participants as the subject matter experts for the companies Environmental Management System.
- Established documentation formats for the companies Environmental Management System
- Initial development of all manuals and procedures required by the standard
- Development of a plan and a timeline for continued development

Course duration:

- 16+ hours

In many cases the company will work with the instructor to schedule follow up visits for continued coaching as the system is developed

Materials Provided:

- Copy of the presentation materials
- Example document formats, etc.
- Reference copy of ISO 14001:2004

Note: Published copies of ISO 14001:2004 are recommended for each participant at ISO list prices. www.iso.org

ISO 14001:2004 Courses and Workshops (cont.)

ISO 14001:2004 Internal Auditor Workshop

This workshop is intended for those personnel who have been identified as Internal Auditors for the companies ISO 14001 Environmental Management System. This workshop covers all the coursework described in “Implementing ISO 14001:2004” with the addition of workshop and activities centered on the ISO 19011:2002 guideline for Management System Auditing. Using the company’s existing Environmental Management System participants will learn the process approach to effective auditing. Workshop activities include the development of an audit schedule, audit checklist and practice audits. If time permits, and the companies schedule allows, participants will finish the workshop by conducting actual audits of the Environmental Management System, write audit reports, and present these to management.

Coursework covers:

- “Implementing ISO 14001:2004” coursework material
- Review of ISO 19011:2002 guideline
- Detail discussion, with activities, of the process approach to auditing
- Development of an audit plan and checklist
- Recommended methods and techniques for identifying, and ascertaining, objective evidence
- Writing effective audit reports, summaries and reporting to top management
- Effective follow-up of prior audit non-conformities

Course Outcomes:

- “Implementing ISO 14001:2004” outcomes
- Understand how to use the techniques and audit process as described in ISO 19011:2002
- Be able to explain the process approach to effective auditing
- Understand how develop audit check list, audit plans, and reports
- Explain how to perform effective follow-up auditing
- Be able to conduct actual audits, and write reports, on the company’s Environmental Management System

Course duration:

- 24 hours

Materials Provided:

- Copy of the presentation and course materials
- Examples of audit checklist, objective evidence, etc.
- Reference copy of ISO 19011:2002
- Reference copy of ISO 14001:2004

Notes:

If participants in this course have already completed “Understanding ISO 9001:2008” or equivalent, course duration could be reduced to 16 hours.

Published copies of ISO 14001:2004 are recommended for each participant at ISO list prices. www.iso.org

ISO 13485:2003 Courses and Workshops

ISO 13485:2003 is the International Quality System Standard for Medical Device Manufacturing. Although its main focus is the manufacture and control of “Sterile” products, it can be applied by all companies that produce any product, material, or service for the medical industry. The standard is based on ISO 9001:2008 and contains most of the same requirements. Additional documentation will be required for traceability, product identification, etc., however the requirements for continual improvement, and customer satisfaction have been removed. Although companies can become compliant and registered (certified) to this standard alone most companies attain compliance to ISO 9001:2008, then implement the additional requirements of ISO 13485:2003.

If your company is already compliant to ISO 9001:2008 the following course duration times may be reduced by over 50%.

ISO 13485:2003 Management Overview

This course is intended for Top and Middle Management personnel who will be making the initial decisions, and supporting the implementation of ISO 13485:2003. This course is also useful for anyone who wants to gain a general understanding of the standard and its basic requirements.

Coursework covers:

- The history of ISO and International Environmental Systems
- The benefits of ISO 13485:2003 compliance
- The fundamental requirements of ISO 13485:2003
- Review of the differences between ISO 9001:2008 and ISO 13485:2003
- Customer requirements for ISO 13485:2003 compliance
- Discussion on the 3rd party registration process
- Implementation examples, scenarios, timelines, etc.

Course Outcomes:

- Supply Management with a fundamental understanding of ISO 13485:2003
- Ensure their understanding of the resources need for implementation
- Explain Top Managements role in the support of a ISO 13485:2003 Environmental Management System
- Understand the benefits of ISO 13485:2003 compliance

Course duration:

- 1-2 hours

Materials Provided:

- Copy of the presentation materials

Implementing ISO 13485:2003 Workshop

This workshop is intended for those personnel who will be a member of the implementation team for the companies ISO 13485:2003 Management Systems. This workshop covers all the coursework described in “ISO 13485:2003 Management Overview” with the addition of workshop activities that begin to identify, document, and develop the actual Management System.

Coursework covers:

- “ISO 13485:2003 Management Overview” coursework material
- Review of recommended document formats
- Outline and initial development of the Environmental Manual
- Identification and initial development of processes and procedures required by the standard
- Identify and establish both document and records control procedures
- Identify all needed work instructions, records, etc.

Course Outcomes:

- “ISO 13485:2003 Management Overview” outcomes
- Identify these participants as the subject matter experts for the companies Environmental Management System.
- Established documentation formats for the companies Management System
- Initial development of all manuals and procedures required by the standard
- Development of a plan and a timeline for continued development

Course duration:

- 16+ hours

In many cases the company will work with the instructor to schedule follow up visits for continued coaching as the system is developed

Materials Provided:

- Copy of the presentation materials
- Example document formats, etc.
- Hard copy of ISO 13485:2003 is recommended

Note: Published copies of ISO 13485:2003 are recommended for each participant at ISO list prices. www.iso.org

ISO/TS 16949:2009 Courses and Workshops

ISO/TS 16949:2002 is the international standard for any company supplying production/service parts to the automotive industry. Reviewing the text on the front cover of the document reveals the best explanation of its scope: *“Particular requirements for the application of ISO 9001:2008 for the automotive production and relevant service part organizations.”* Using ISO 9001:2008 as its baseline requirement, ISO/TS 16949:2009 contains additional requirements relevant to the automotive industry, such as:

- | | | | |
|-----------------------------------|--------------------------------|-------------------------------------|-----------------------------------|
| • Planning (APQP) | • FMEA | • Control Plans | • PPAP |
| • SPC | • Measurement Systems Analysis | • Training | • Products and process validation |
| • Product and process measurement | • Measurement and Auditing | • Corrective and Preventive Actions | • Continual Improvement |

If your organization is already compliant to ISO 9001:2008, course duration times will be reduced. Once your company has become compliant to this standard you may choose to, or your customer may require you to, attain 3rd party registration (certification) to the standard. The following training and workshops will assist your company in attaining this compliance and the resulting registration.

ISO/TS 16949:2009 Management Overview

This course is intended for Top and Middle Management personnel who will be making the initial decisions, and supporting the implementation of ISO/TS 16949:2009. This course is also useful for anyone who wants to gain a general understanding of the standard and its basic requirements.

Coursework covers:

- The fundamental requirements of ISO/TS 16949:2009
- Review of the differences from ISO 9001:2008 and additional requirements of ISO/TS 16949:2002
- Customer requirements for ISO/TS 16949:2002 compliance
- Discussion on the 3rd party registration process
- Implementation examples, scenarios, timelines, etc.

Course Outcomes:

- Supply Management a fundamental understanding of ISO/TS 16949:2009
- Ensure their understanding of the resources need for implementation
- Explain Top Managements role in the support of a ISO/TS 16949:2009 Quality Management System
- Understand the benefits of ISO/TS 16949:2009 compliance

Course duration:

- 2-4 hours

Materials Provided:

- Copy of the presentation materials

Understanding ISO/TS 16949:2009

This course is intended for those company personnel who need a more in depth understanding of ISO/TS 16949:2009. Typical participants in the course will support the development of the Quality Management System and work within it after it is development. This is what most companies would consider the basic and fundamental education requirement for all employees within the organization, regardless of their involvement in the system.

Coursework covers:

- The history of ISO and International Quality Systems including the history of ISO/TS 16949:2009
- The benefits of ISO/TS 16949:2009 compliance
- A detailed review of the requirement of the standard
- Review of the benefits of the process approach to auditing
- Discussion on how companies meet these requirements
- Review of suggested document and system formats
- Review of company's plans for the implementation of ISO/TS 16949:2009
- Discuss the employees roll in the support of the Quality Management System (ISO/TS 16949:2009)

Course Outcomes:

- Supply all participants with a detailed understanding of ISO/TS 16949:2009 and its requirements
- Ensure their understanding of their role in this Quality Management System
- Identify how they may be involved in the development of the Quality Management System
- Understand how their company will proceed in the implementation of the Quality Management System
- Basic understanding of the auditing and registration process which they will be involved in

Course duration:

- 8 hours

Materials Provided:

- Copy of the presentation materials
- Example document formats, etc.
- A copy of ISO/TS 16949:2009 for use as reference in the classroom

Note: Published copies of ISO/TS 16949:2009 can be provided for each participant at ISO list prices if required. www.aiag.org

ISO/TS 16949:2009 Courses and Workshops (cont.)

Implementing ISO/TS 16949:2002 Workshop

This workshop is intended for those personnel who will be a member of the implementation team for the companies ISO/TS 16949:2009 Quality Management System. This workshop covers all the coursework described in “Understanding ISO/TS 16949:2009” with the addition of workshop activities that begin to identify, document, and develop the actual documented Quality Management System.

Coursework covers:

- “Understanding ISO/TS 16949:2009” coursework material
- Review of recommended document formats
- Outline and initial development of the Quality Manual
- Identification and initial development of processes and procedures required by the standard
- Identify and establish both document and records control procedures
- Identify all needed work instructions, records, etc.
- Documentation of a plan, with required tasks, for continued development

Course Outcomes:

- “Understanding ISO/TS 16949:2009” outcomes
- Identify these participants as the subject matter experts for the companies Quality Management System.
- Established documentation formats for the companies Quality Management System
- Initial development of all manuals and procedures required by the standard
- Development of a plan and a timeline for continued development.

Course duration:

- 16+ hours

In many cases the company will work with the instructor to schedule follow up visits for continued coaching as the system is developed

Materials Provided:

- Copy of the presentation materials
- Example document formats, etc.
- Hard copy of ISO/TS 16949:2009 is recommended

Note:

Published copies of ISO/TS 16949:2009 are recommended for each participant at ISO list prices. www.aiag.org

ISO/TS 16949:2002 Internal Auditor Workshop

This workshop is intended for those personnel who have been identified as Internal Auditors for the companies ISO/TS 16949:2009 Quality Management System. This workshop covers all the coursework described in “Understanding ISO/TS 16949:2009” with the addition of workshop and activities centered on the ISO 19011:2002, the guideline for Management System Auditing. Using the company’s existing Quality Management System participants will learn the process approach to effective auditing. Workshop activities include the development of an audit schedule, audit checklist and practice audits. If time permits, and the companies schedule allows, participants will finish the workshop by conducting actual audits of the Quality Management System, write audit reports, and present these to management.

Coursework covers:

- “Understanding ISO/TS 16949:2009” coursework material
- Review of ISO 19011:2002 guideline
- Detail discussion, with activities, of the process approach to auditing
- Development of an audit plan
- Development of audit checklist
- Recommended methods and techniques for identifying, and ascertaining, objective evidence
- Writing effective audit reports, summaries and reporting to top management
- Effective follow-up of prior audit non-conformities

Course Outcomes:

- “Understanding ISO/TS 16949:2009” outcomes
- Understand how to use the techniques and audit process as described in ISO 19011:2002
- Be able to explain the process approach to effective auditing
- Understand how develop an audit check list and audit plan
- Know how to write and present audit reports and summaries
- Explain how to perform effective follow-up auditing
- Be able to conduct actual audits, and write reports, on the company’s Quality Management System

Course duration:

- 24 hours

Materials Provided:

- Copy of the presentation and course materials
- Examples of audit checklist, objective evidence, etc.
- Hard copy of ISO/TS 16949:2009

Notes:

If participants in this course have already completed “Understanding ISO/TS 16949:2009” or equivalent, course duration could be reduced to 16 hours.

The course meets all the requirements of Chrysler, Ford, and General Motors “Specific Requirements for Internal Auditors”

AS 9100c:2009 Courses and Workshops

AS 9100c:2009 is the Quality System Standard developed by the International Aerospace Quality Group (IAQG) for the development and manufacture of Aerospace related products. The standard, published and overseen by the Society of Automotive Engineers (SAE) is based on ISO 9001:2008. It includes requirements necessary to address both civil and military aviation and aerospace needs. The industry-developed common quality management system requirements within the standard will ensure a consistency of approach throughout the supply chain, both nationally and internationally.

Once your company has become compliant to this standard you may choose to, or your customer may require you to, attain 3rd party registration (certification) to the standard. The following training and workshops will assist your company in attaining this compliance and the resulting registration

If your company is already compliant to ISO 9001:2008 the following course duration times may be reduced.

AS 9100c:2009 Management Overview

This course is intended for Top and Middle Management personnel who will be making the initial decisions, and supporting the implementation of AS 9100:2009. This course is also useful for anyone who wants to gain a general understanding of the standard and its basic requirements.

Coursework covers:

- The history of ISO, SAE, IAQG, and International Environmental Systems
- The benefits of AS 9100:2009 compliance
- The fundamental requirements of AS 9100:2004
- Review of the differences between ISO 9001:2008 and AS 9100:2009
- Customer requirements for AS 9100:2009 compliance
- Discussion on the 3rd party registration process
- Implementation examples, scenarios, timelines, etc.

Course Outcomes:

- Supply Management a fundamental understanding of AS 9100:2009
- Ensure their understanding of the resources need for implementation
- Explain Top Managements role in the support of a AS 9100:2009 Environmental Management System
- Understand the benefits of AS 9100:2009 compliance

Course duration:

- 2-4 hours

Materials Provided:

- Copy of the presentation materials

Implementing AS 9100c:2009 Workshop

This workshop is intended for those personnel who will be a member of the implementation team for the companies AS 9100:2009 Environmental Management Systems. This workshop covers all the coursework described in "AS 9100:2009 Management Overview" with the addition of workshop activities that begin to identify, document, and develop the actual documented Environmental Management System.

Coursework covers:

- "AS 9100:2009 Management Overview" coursework material
- Review of recommended document formats
- Outline and initial development of the Quality Manual
- Identification and initial development of processes and procedures required by the standard
- Identify and establish both document and records control procedures
- Identify all needed work instructions, records, etc.
- Documentation of a plan, with required tasks, for continued development

Course Outcomes:

- "AS 9100:2009 Management Overview" outcomes
- Identify these participants as the subject matter experts for the companies Environmental Management System.
- Established documentation formats for the companies Environmental Management System
- Initial development of all manuals and procedures required by the standard
- Documentation of a plan and a timeline for continued development

Course duration:

- 16+ hours

In many cases the company will work with the instructor to schedule follow up visits for continued coaching as the system is developed

Materials Provided:

- Copy of the presentation materials
- Example document formats, etc.
- Hard copy of AS 9100:2009 is recommended

Note: Published copies of AS 9100:2009 are recommended for each participant at ISO list prices. www.sae.org

