

## Full List of Courses and Workshops 2012

Course Name	Relevant ISO Standard	Brief Course Outline	Duration	Delivery
<b>Process Mapping</b>	ISO 9001:2008 ISO13485:2003 TS 16949:2009	The process approach is defined as the systematic identification and management of the processes within an organisation, including the interaction between those processes. Adopting the process approach involves identifying your top level processes (also known as customer oriented or key processes) and the processes which support those top level processes. This workshop includes: how to identify your key/customer oriented processes and support processes, how to map them out to show the sequence and interaction, how to decide on key metrics, methods of measuring same and assigning quality objectives.	0.5 day	In-house
<b>ISO Implementation Project Management</b>	ISO 9001:2008 ISO13485:2003 TS 16949:2009	Although every company is unique, there is a standard approach to project management which can be applied when you are preparing for certification to an ISO standard. This workshop includes: How to set up a project plan for ISO implementation based on your current status and certification target date, how to identify the key steps in ISO implementation, how to set up a reporting system with management, how to keep staff informed and encourage buy-in, how to manage awareness programs, how to manage the relationship with your registrar, what to expect during the certification audit and how to follow up to ensure a successful certification.	0.5 day	In-house
<b>ISO Documentation Management</b>	ISO 9001:2008 ISO13485:2003 TS 16949:2009	A certified quality management system needs to be fully documented in order to be compliant with the regulations. The documents which need to be prepared typically include; quality manual, quality policy, quality objectives, procedures, quality plans, flow charts, drawings, forms, records and checklists. In its simplest form, the quality manual and quality policy is a statement of intent, the procedures indicate how the work is to be done, and the records act as proof that the intended activity was carried out. This workshop includes: How to identify the key documents needed for ISO implementation; quality manual, procedures, forms and work instructions, how to go about creating these documents, tips on effective document preparation, document management systems, document control during the ISO development phase.	0.5 day	In-house
<b>Internal Auditing</b>	ISO 9001:2008 ISO13485:2003 TS 16949:2009	Internal auditing is a requirement for ISO certification and must be carried out according to the process approach. The process approach is defined as the systematic identification and management of the processes within an organisation, including the interaction between those processes. This workshop includes: The process approach to auditing, how to generate an internal audit schedule based on the key/customer oriented processes and support processes, key elements which need to be included in the internal audit procedure in order to satisfy ISO requirements, how to manage an audit schedule, advice on training for internal auditors.	0.5 day	In-house

## Full List of Courses and Workshops 2012

Course Name	Relevant ISO Standard	Brief Course Outline	Duration	Delivery
<b>Supplier Quality Management</b>	ISO 9001:2008 ISO13485:2003 TS 16949:2009	Supplier selection, verification and ongoing management is an integral part of any business. In terms of ISO9001, ISO13485 and TS16949, this activity is mainly governed by section 7.4 Purchasing, and there are also requirements around the control of any process which is outsourced. This training course includes: Evaluating current suppliers and subcontractors, ranking suppliers and subcontractors according to their criticality, measuring and tracking the cost of poor supplier quality, supplier auditing and scorecards, managing supplier corrective actions and cost recovery, purchase orders – defining requirements, content and approval, verification of purchased products and services, ongoing monitoring of suppliers and subcontractors, guide to managing outsourced processes.	1 day	In-house
<b>ISO/TS 16949:2009 Foundation Course</b>	TS 16949:2009	ISO/TS 16949:2009 is based on ISO 9001:2008, but has many additional industry requirements over and above those of the ISO 9001:2008 standard. The ISO/TS 16949:2009 places a strong emphasis on the adoption of the “Process Approach” in developing and auditing the quality system and requires that performance objectives and targets be set for the established processes, with particular emphasis on meeting the requirements of the automotive customer. This one day training course addresses the specific requirements of ISO/TS 16949-2009, with an introduction to the “core tools” requirements of the standard; FMEA, MSA, SPC, and problem solving.	1 day	In-house
<b>Team Based Problem Solving (8D Method)</b>	TS 16949:2009	This is a one day training course intended to demonstrate a number of problem solving tools which can be used for in-depth root cause analysis. The course also includes training in the preparation of 8 Discipline reports, in the format required by the automotive standard TS16949:2009. This course includes: Problem solving tools, Fishbone Diagram (Cause and Effect), 5 Why, Is/Is Not Matrix, Process Mapping. 8D method and approach, step by step. Practical examples using the problem solving tools introduced in the course. Team work using problem solving tools (practical exercises).	1 day	In-house
<b>Failure Mode and Effects Analysis (FMEA)</b>	TS 16949:2009	Failure Mode and Effects Analysis (FMEA) is a logical technique used to identify and eliminate possible causes of failure. The technique requires a sequential, disciplined approach by engineers to assess systems, products or processes in order to establish the modes of failure and the effects of failure on the system, product or process. This one day course will enable participants to ensure that all possible failure modes have been fully identified and ranked in order of their importance and meets the requirements of the automotive quality standard ISO/TS16949:2009. This course includes: FMEA and TS16949, the FMEA Process, FMEA Team Selection and Process, Design VS Process FMEA's, Ten Step FMEA Process, FMEA Case Study, Team work to complete an FMEA.	1 day	In-house

**Pricing and Booking:** Please contact us at [info@arwenconsulting.ie](mailto:info@arwenconsulting.ie) or 064-6620457 for pricing and scheduling.