CQI | IRCA
APPROVED TRAINING PARTNER

TMS insight GROUP

tms training

Training *options*

INVEST IN YOUR PEOPLE — INVEST IN YOUR BUSINESS SUCCESS

The TMS Insight Group is at the forefront of innovation and creativity in its training and development opportunities. First class customer service, outstanding tutors and great student experience!

New standards New challenge

This revision to the standards ISO 9001:2015 and ISO 14001:2015 adopts the new common format and vocabulary of Annex SL. All new standards will have the same format. And that includes the revisions to BS OHSAS 18001 due shortly when it becomes ISO 45001:2016.

The new requirements include a statement of business context, stakeholder needs and expectations and a risk based approach to establishing and implementing system controls.

The changes to requirements are focused on making improvement the core purpose of the management system

Organisitions have until 2018 to make the change to the new standards and your certification body should help you with transition planning. The TMS Insight Group has a range of training and learning opportunities to help you in your journey. TMS - your trusted partner in learning.

Call 01543 404620 or email sales@tmsinsight.co.uk

CQI IRCA Auditor Transition

TMS Insight has achieved CQI IRCA approval for its two day ISO 9001:2015 Auditor Transition course. Day one looks at the new common format and the new requirements for planning and risk. . Day two practices the skills needed to audit against the new standard. There is a one hour examination and the course is certificated and recognised by CQI IRCA as competence to audit ISO 9001:2015

Contact us on 01543 404620 or email sales@tmsinsight.co.uk for further details.

CQI IRCA 18180
PT236: QMS ISO 9001:2015
Internal Auditor

The use of Quality Management Systems and Internal Audits is a familiar concept to organisations wishing to focus upon improvement. However many organisations have lost sight of or failed to take advantage of the business benefits that can be obtained by understanding and embracing the recent breakthrough changes that have occurred in the design and interpretation of the Standards that make up the ISO9000 family.

This course from TMS Insight brings its customers up to date with the latest tools and techniques which will allow auditors to bring the full business benefits that these changes can offer to their companies. This includes Annexe SL and ISO 19011

The latest training materials and learning techniques are employed, delegates will gain access to examples of the latest auditing techniques and how to use them. Not only will this course cover the core skills of effective auditing, it will also show how to link auditing to improved customer service, improved process / service mechanisms, reduced waste, enhanced financial and operational performance for your business. It will also show you how to take advantage of the reductions in bureaucracy that the new Standards offer and that many QMS's suffer from.

Internal QMS Auditor Training
The course is designed to ensure that you and your company have professional and competent staff who understand how to obtain lasting and significant improvements to your QMS.

It is also designed to ensure they have access to examples of best practice when auditing, how auditing relates to continuous improvement and how to undertake the key stages of the audit cycle plan, conduct, report and follow up on the findings of an internal audit.

Duration:
2 Days

Target Audience:
Personnel from all organisational functions, especially those involved in business improvement process performance and design, compliance, customer service, performance monitoring, management and updating of the QMS to an IMS.

The Course Objectives

At the end of the course, a participant will know;

- How to plan, conduct, report and follow up on an internal audit.

- How to use ISO 9001:2015 Standard to **Design** and **Audit** a Quality Management System (QMS) which has the flexibility to accommodate all the aspects of an **Integrated** Management System (IMS).

- How to guide, manage and audit the transition from traditional proceduralised management systems to an advanced and integrated management system which is more effective, business focused and reduces procedural bureaucracy.

- How to conduct, report and audit using process auditing techniques.

- How to use the techniques of effective auditing and the structure of ISO 9001:2015 to unlock the improvement potential in your business.

- How to incorporate into your audit an evaluation of performance trends associated with key business success measures.

Those commissioning an in-house course can take advantage of the opportunity to undertake a 'Live' on-site Audit.

Prerequisites:
Delegates are expected to have knowledge of
A) Management Systems
   - The Plan, Do, Check, Act (PDCA) cycle
   - The core elements of a management system and the interrelationship between top management responsibility, policy, objectives, planning, implementation, measurement, review and continual improvement
B) Quality Management
   The fundamental concepts and the seven quality management principles
C) ISO 9001
   An understanding of the requirements of ISO 9001 and the commonly used quality management terms and definitions

SMARTER LEARNING

Experience & Knowledge
Application & Improvement

CQI IRCA 18223 PR328: QMS ISO 9001:2015 Lead Auditor

This is the premier standard in training for Auditors. It takes the skills and knowledge of Auditors to the level necessary for conducting effective third party and external audits of Quality Management Systems. The course includes a full day live audit to make the learning real and value adding.

The course is challenging and highly participative. It involves the use of advanced learning techniques in all of the group sessions. It is designed to stretch the delegates and the tutor, such that everyone involved gets the most from the event.

The course also features a range of scenarios that an Auditor / Lead Auditor will experience and helps them to understand how to interpret these situations in an auditing environment. The scenarios are drawn from' real-life' situations and are designed to challenge the delegates concepts of quality and interpretation of the ISO 9001:2015.

The course culminates in one of the few opportunities that those wishing to attend a course of this nature could experience, namely a **Live Audit**. This gives the delegate the opportunity to take their learning out of the conference room and into the real world. The opportunities this gives to the delegates is unique and allows the team to experience and respond to real live situations. A learning opportunity that is not to be missed!

Duration: 5 Days

Target Audience: Any personnel involved in internal audits, but specifically those involved in second party (supplier) or third party (certification) audits.

Prerequisites: Delegates are expected to have knowledge of

A)   Management Systems
- The Plan, Do, Check, Act (PDCA) cycle
- The core elements of a management system and the interrelationship between top management responsibility, policy, objectives, planning, implementation, measurement, review and continual improvement

B)   Quality Management
The fundamental concepts and the seven quality management principles

C)   ISO 9001
An understanding of the requirements of ISO 9001 and the commonly used quality management terms and definitions

To support this, a short pre-course task is issued to delegates, the results of which form a humorous introduction to the courses first activity.

The Course Objectives

By the end of the course, a participant will;

- Have experienced each stage of the planning, preparation, conducting and reporting of a first, second or third party audit.

- Understand how to deploy and manage a team of auditors.

- Have experienced a range of scenarios designed to expand their knowledge and interpretation of ISO 9001:2015 and how to assess diverse applications of management systems.

- The ability to assess and evaluate disparate examples of auditing situations and to interpret their impact on compliance with the relevant parts of ISO 9001:2015.

- Have experienced all stages of conducting and reporting a live audit.

- Have undertaken **'Live'** opening and closing meetings with host company representatives.

- Have a complete evidence portfolio of a live audit.

ISO 9001:2015 Transition Training

You will already have a sound knowledge of ISO 9001:2008 but what will the changes to the Standard mean for your business and your management system?

ISO 9001:2015 Transition Workshop 1 Day

With a gap analysis as the basis for your plan

This one day course will give you the knowledge you need to plan your transition to the new requirements. As we move through the Standard and understand what it is asking for you will develop your first, high level transition plan to take with you.

Why should I bother with this course?

You will gain the core knowledge about what's new in the Standard and why the changes are significant.

You need to start work sooner rather than later on your transition plan and to manage the impact of the new Standard on the way you do business.

You will be able to brief others in the quality and operations teams about the Standard and how your management system will change.

What am I going to learn?

- The risk basis of the new Standard
- Identify and understand the new structure of the clauses
- The new and revised terms and definitions
- Context and leadership themes
- Identify and understand the key changes to requirements
- Certification transition arrangements.
- The generic management system framework

Who should attend this course?

- Quality Systems Managers
- Operations Managers
- Existing ISO 9001:2008 companies
- Companies developing a Quality Management System
- ISO 9001 Lead Auditors
- ISO 9001 Internal Auditors
- Consultants working with management systems
- Supply Quality Engineers

CQI IRCA 17959 PT233: QMS ISO 9001:2015 (combined) Transition 2 days

For ISO 9001:2008 Auditors /Lead Auditors

This two day course for existing auditors / lead auditors meets the requirements of CQI IRCA. You learn about how ISO 9001:2015 is different to ISO 9001:2008 and you will also get to apply this practically in order to build your ISO 9001:2015 auditing skills

Why should I bother with this course?

This course will help you;

- Prepare, conduct and develop the required skills for an ISO 9001:2015 audit
- Understand the key changes in ISO 9001:2015
- Describe the new requirements in Annexe SL relating to organisational context, leadership, planning and support
- Appreciate the significance of a risk-based approach to audit

What am I going to learn?

- The risk basis of the new Standard
- Identify and understand the new structure of the clauses
- The new and revised terms and definitions
- Context and leadership themes
- Identify and understand the key changes to requirements
- Auditor Certification transition arrangements
- The generic management system framework

Further information

- The course is based on ISO 9001:2015
- You will receive a complimentary copy of the Annexe SL summary
- This course is CQI IRCA approved (17959)
- You will receive a certificate
- Full course notes are included
- Refreshments and lunch are included.

Call **01543 404620** for more information
Or e-mail: **sales@tmsinsight.co.uk**

ISO 14001 managing your impact on the environment

The law, environmental regulators, your customers and shareholders expect the highest standards of environmental protection. ISO 14001 is the international standard for environmental management systems. ISO 19011 sets out the requirements for auditing environmental management systems based on 14001. These practical courses give you all you need to know about using 14001 and internal environmental auditing to manage and enhance your impact of the environment.

CQI IRCA 18014
PT218: EMS ISO 14001:2015
Internal Auditor
2 Days

This course will enable you to conduct environmental management system audits within your organisation. Based on our highly successful ISO 9000 series of auditing courses you will learn about the structure of ISO 14001 and 14004 and how to structure, execute and report an audit effectively. On successful completion of the course you will be awarded a CQI IRCA approved certificate .

The Course Objectives

At the end of the course, a participant will know;

- How to plan, conduct, report and follow up on an environmental audit.
- How to use ISO 19011 Standard to audit an Environmental Management System (EMS)
- How to conduct, report and audit using advanced process auditing techniques.
- How to use the techniques of effective auditing and the structure of ISO 14001 protect and enhance your organisation through effective environmental management.
- How to incorporate into your audit an evaluation of performance trends associated with key business success measures.

Those commissioning an in-house course can take advantage of the opportunity to undertake a 'Live' on-site Audit.

Prerequisites:
Delegates are expected to have knowledge of
A) Management Systems
  - The Plan, Do, Check, Act (PDCA) cycle
  - The core elements of a management system and the interrelationship between top management responsibility, policy, objectives, planning, implementation, measurement, review and continual improvement
B) Environmental Management
  The intended outcomes of an environmental management system
C) ISO 14001
  An understanding of the requirements of ISO 14001 and the commonly used environmental management terms and definitions

ISO 14001
Lead Auditor Conversion
3 Days

The course is designed to enable experienced auditors to transition from other management systems auditing to the environmental discipline. The course will refresh the audit techniques learnt previously and apply those skills to the new scheme.

The Course Objectives

At the end of the course, a participant will know:

- How to lead, plan, conduct, report and follow up on an environmental audit.
- How to conduct an audit using process auditing techniques.
- How to apply current legal requirements in the context of an audit.
- How to apply the requirements of the standard to any size of business.
- How to interpret the requirements of 14001 making reference to 14004.

Target Audience:
This course is designed for experienced management systems auditors seeking those additional skills required to audit environmental management systems.

Prerequisites:

Ideally delegates will have completed a recognised Lead Auditor course but experience of auditing management systems in industry will suffice. Prior knowledge of environmental related issues would be an advantage but is not essential.

ISO 14001:2015 Transition Training

ISO 14001:2015 Transition Workshop
1 Day

With a gap analysis as the basis for your plan

You will already have a sound knowledge of ISO 14001:2004 but what will the changes to the Standard mean for your business and your management system?

This one day course will give you the knowledge you need to plan your transition to the new requirements. As we move through the Standard and understand what it is asking for you will develop your first, high level transition plan to take with you.

Why should I bother with this course?
You will gain the core knowledge about what's new in the Standard and why the changes are significant.

You need to start work sooner rather than later on your transition plan and to manage the impact of the new Standard on the way you do business.

You will be able to brief others in the environmental and operations teams about the Standard and how your management system will change.

What am I going to learn?
* The risk basis of the new Standard
* Identify and understand the new structure of the clauses
* The new and revised terms and definitions
* Context and leadership themes
* Identify and understand the key changes to requirements
* Certification transition arrangements.
* The generic management system framework

Who should attend this course?
* Quality / Environmental Systems Managers
* Operations Managers
* Existing ISO 14001:2004 companies
* Companies developing an Environmental Management System
* ISO 14001 Lead Auditors
* ISO 14001 Internal Auditors
* Consultants working with management systems
* Supply Quality Engineers

Integrated Management Systems (IMS)
Internal Auditing: 3 Days

This 3 day Integrated Internal Auditing course has been designed for those wishing to conduct integrated audits of management systems meeting the requirements of the most commonly integrated Standards ISO 9001, ISO 14001 and OHSAS 18001. This internal auditing course enables delegates to prepare for, conduct effective integrated management systems audits and produce audit findings and conclusions to drive continuous improvement.

As well as our public courses we offer an in-house option that provides flexibility to change the emphasis and content of the training in line with your requirements and a live audit is encouraged for around 2 hours on the final day of the course. This gives the team the opportunity to put the theory into practice and also provides the company with an audit outcome to count against their internal audit programme.

Course Content
* Understanding the requirements of ISO 9001, ISO 14001 & OHSAS 18001
* An outline of Environmental and Occupational Health & Safety legislation
* Auditing terminology
* Types of audit
* The audit process
* Auditing for compliance, effectiveness and improvement
* Auditing skills
* Planning, preparation and management of audits
* Checklist development
* Conducting audits (case study or live audit options)
* Reporting audit findings
* Verifying corrective actions

Call 01543 404620 for more information
Or e-mail: **sales@tmsinsight.co.uk**

OHSAS 18001 managing Health and Safety

OHSAS 18001 was created by the world's certification bodies to remove the confusion and duplication around excellence in the management of health and safety. The standard has been developed to be compatible with ISO 9001 and 14001 to facilitate the integration of these key issues. 18001 requires a system to manage health and safety, control risk and continually improve performance.

ISO OHSAS 18001 Internal Auditor
2 Day

Intended for all personnel who will be involved in auditing health and safety within the BSOHSAS 18001 framework, this course is delivered to meet the requirements of ISO 19011 and promote the integration of audit practice with ISO 9001 and 14001.

Course Objectives:

At the end of the course, a participant will be able to;

- Describe the purpose of an OH&S management system

- Explain the scope of OH&S management system standards and, where applicable, other criteria

- Describe the principles, processes and techniques used for the assessment of risk and the significance of these in OH&S management systems

- Interpret the requirements of OH&S management systems standards in the context of an audit

- Effectively plan, conduct and report an internal audit of an organisation's management and operation in accordance with the requirements of relevant OH&S audit criteria

- Undertake audit follow-up activities including evaluating the effectiveness of corrective and preventive action.

BS OHSAS 18001 Lead Auditor Conversion
3 Days

The course is designed to enable experienced auditors to transition from other management systems auditing to the Health & Safety discipline. The course will refresh the audit techniques learnt previously and apply those skills to the new scheme.

Course Objectives:

At the end of the course, a participant will know;

- How to lead, plan, conduct, report and follow up on a health and safety audit.

- How to conduct and audit using process auditing techniques.

- How to apply current legal requirements in the context of an audit.

- How to apply the requirements of the standard to any size of business.

- How to interpret the requirements of 18001 making reference to 18002.

Target Audience:
This course is designed for experienced management systems auditors seeking those additional skills required to audit health and safety management systems.

Prerequisites:
Ideally delegates will have completed a recognised lead auditor course but experience of auditing management systems in industry will suffice. Prior knowledge of health and safety related issues would be an advantage but is not essential.

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ISO 27001:2013 Information management and security

Organisations across the world are exploiting information and communication technologies to drive knowledge management. Two billion gigabytes of information are stored each year across the globe. Information is stored and shared electronically, by email, on paper, other media and by word of mouth. Without a comprehensive Information Security Policy and effective controls your organisation is at risk. ISO 27000:2005 is the gold standard for managing information security.

ISO 27001:2013 Internal Auditor
2 Days

This two day course takes you through all aspects of the audit process to drive improvement in your IMS system. The practical approach taken ensures that the learning goes beyond theory into the value adding application of audit tools and techniques.

By the end of the course participants will understand and have practiced;

- Audit principles and best practice

- Developing and managing an audit schedule

- Preparing for an audit

- Conducting the audit and effective fieldwork

- Audit reporting

- Reporting audit outcomes

- Audit follow up and close out

Target Audience:

Staff who have responsibility for information security management in their organisations, existing auditors extending their skills and knowledge and key staff forming your IMS audit team.

Prerequisites:

Participants should have an understanding of the ISO 27001:2013 standard and we recommend that the one day introduction should be completed first.

Call 01543 404620 for more information Or e-mail sales@tmsinsight.co.uk

ISO 27001:2013 Implementation
3 Days

This three day course takes you through each stage for implementation of a management system which complies with ISO/IEC 27001

In the course you will learn about;

- Information, Information Security Management and ISMS standards
- Define an ISMS scope and boundaries
- The ISMS Policy
- Systematic approach to risk assessment
- Identify the risks
- Asset identification and valuation
- Threats and vulnerabilities
- Options for treatment of risks
- Selection of controls
- ISMS implementation plan
- Prepare a Statement of Applicability
- Implement and operate an ISMS including awareness training
- Monitor, review, maintain and improve the ISMS
- Review additional areas within ISO/IEC 27001
- Business continuity
- Final implementation
- Preparing for certification

Target Audience:

- Someone who has the responsibility to implement and information security management system (ISMS)
- If your organisation needs to confirm to ISO/IEC 27001
- If you wish to help an organisation implement an ISMS

Prerequisites:

Participants should have an understanding of the ISO/IEC 27001:2013 standard and we recommend that the one day introduction course should be completed first.

You will need:

- Delegates will need to bring a laptop and memory stick to permit development of an ISMS during the course
- Course exercise outputs will be shared between all delegates at the completion of the course.

Internal Auditor for AS 9100:2016 Aerospace series

This two day course explains the approach to internal audit required by AS 9100. The content is delivered through a series of presentations, combined with participant activities; it is advised that a live audit is incorporated within the course when taken in-house.

Course Objectives: The key objective is to provide participants with the knowledge and skills necessary to enable them to carry out effective and value-adding quality management audits within their organisation. By the end of the course a participant will;

- Be aware of the key requirements of AS 9100:2016
- Understand the link with ISO 9001:2015
- Understand the general principles of quality auditing and the extended requirements of AS 9100
- Be aware of customer specific requirements and special control characteristics
- Be able to evaluate the effectiveness of a process
- Have the ability to audit customer specific requirements
- Be able to identify the potential for continuous improvement
- Have the ability to prepare for, carry out, report on and close-out internal audits in accordance with the AS 9100 process approach

Target Audience: The course is appropriate for personnel from all functions, who will be carrying out internal quality audits within the AS 9100 quality system.

Internal Auditor for ISO/IEC 17025:2005
General requirements for the competence of testing and calibration of Laboratories

This two day course explains the approach to internal audit required by ISO/IEC 17025. Accordingly the course covers all aspects of auditing including the *'General requirements for the competence of testing and calibration of laboratories'*
The content is delivered through a series of presentations, combined with participant activities; it is advised that a live audit is incorporated within this course when taken in-house.

Course Objectives: The key objective is to provide participants with the knowledge and skills necessary to enable them to carry out effective and value-adding quality management audits within their organisation. By the end of the course a participant will;

- Be aware of the key requirements of ISO/IEC 17025:2005
- Understand the link with ISO 9001:2015
- Understand the general principles of quality auditing and the extended requirements of ISO/IEC 17025
- Be aware of regulatory and customer specific requirements as well as verification and validation requirements in a laboratory environment
- Understand the requirements of measurement uncertainty
- Have the ability to audit an ISO/IEC 17025:2005 management system that incorporates the structure and requirements of ISO 9001:2015
- Be able to identify the potential for continuous improvement
- Have the ability to prepare for, carry out, report on and close-out internal audits in accordance with the ISO/IEC 17025 process approach

Target Audience: The course is appropriate for personnel from all functions, who will be carrying out internal quality audits within the ISO/IEC 17025:2005 process approach.

IATF 16949:2016
Automotive QMS

Auditor Training: 3 Days

This 3 day course explains the approach to internal auditor required by the global automotive quality system IATF 16949:2016. The content is delivered through a series of presentation slides, combined with participant activities; where possible, a live audit is incorporated within the course.

Course objectives:

The key objectives are to provide participants with the knowledge and skills necessary to enable them to carry out effective and value adding quality management audits within their organisation. The aim is that by the end of the course, a participant will:

- Understand the new structure of a management system
- Understand the risk-based approach to systems audits
- Be aware of the key elements of IATF 16949:2016
- Understand the link with ISO 9001:2015
- Be aware of Customer Specific Requirements
- Have the ability to analyse a process and explore the process linkages
- Be able to evaluate the effectiveness of a process
- Have the ability to audit the core tools
- Have the ability to prepare for, carry out, report on and close-out, quality audits in accordance with the Automotive Process Approach

Target audience:

This course is appropriate for personnel from all functions, who will undertake first and second-part audits within the scope of an IATF 16949:2016 quality system.

Auditor Transition Training: 2 Days

This 2 day course explains the changes introduced by the global automotive quality system IATF 16949:2016. The content is delivered through a series of presentation slides, combined with participant activity.

Course objectives:

The key objectives are to provide participants with the knowledge and skills necessary to enable them to carry out effective and value adding quality management audits within their organisation. The aim is that by the end of the course, a participant will:

- Understand the new structure of management systems
- Understand the risk-based approach to systems audits
- Be aware of the key requirements of IATF 16949:2016
- Understand the link with ISO 9001:2015

Target audience:

This course is appropriate for first and second-party auditors who have a valid ISO/TS 16949:2009 auditor's certificate.

Call 01543 404620 for more information Or e-mail sales@tmsinsight.co.uk

Transition Workshop: 1 Day

You will already be familiar with the requirements of ISO/TS 16949:2009, but what will the new Standard, IATF 16949:2016 mean for your organisation and its quality management system.

Course objectives:

This 1 day course is designed for personnel who need to understand the requirements of IATF 16949:2016 to enable them to manage or contribute to the transition activities within their organisation.

This course will give you the knowledge you need to plan your transition to the new requirements. As we move through the Standard and understand what it is asking for you will develop your first, high level transition plan to take with you.

The key objectives are to provide participants with the knowledge and skills necessary to enable them to carry out effective and value adding quality management audits within their organisation. The aim is that by the end of the course, a participant will:

Target audience:

- Managers from all organisational functions
- Organisations currently registered to ISO/TS 16949:2009
- Companies developing a quality management system
- Management systems consultants / facilitators
- Supplier quality assurance personnel
- Suppliers to the organisation

Core supporting tools and best practice

In many organisations, there are mandatory requirements for the application of tools, techniques, and methodologies; some of these requirements are both explicit and prescriptive, whilst, others allow for some flexibility in how they may be achieved. The series of courses described below offer established and proven solutions which will satisfy these and many other requirements.

Advanced Product Quality Planning (APQP) 1 Day

This 1 day course is designed to meet the needs of companies involved with automotive quality systems such as IATF 16949:2016 and addresses the typical requirements of the automotive industry. However, the principles are applicable to many business situations where adequate planning of products and processes is key to success.

Course objectives:

The key objectives are to enhance the participants existing knowledge and skills to enable them to contribute effectively to the product realization process. The aim is that by the end of the course, a participant will understand:

- The background to an benefits of APQP

- A model for successfully introducing new products and processes

- The key 'focus elements' of APQP

- How a variety of key tools and techniques are positioned within this model

- The importance of a multi-disciplinary APQP team: How inputs from the various organisational functions contribute to the APQP process.

- The relationship of APQP with the Production Part Approval Process (PPAP) and IATF 16949 requirements

Target audience:
Cross functional: Project and engineering managers, design and development engineers, project engineers, quality engineers, sales engineers, quality auditors and other personnel who are involved with the introduction of new products and contribute to APQP / PPAP activities. Also, those personnel who need to understand the principles and terminology in order to communicate effectively with customers and suppliers.

Prerequisites:
Awareness of the core tools and techniques is helpful.

Production Part Approval Process (PPAP) 1 Day

This 1 day course is designed to meet the needs of companies involved with automotive quality systems such as IATF 16949:2016 and addresses the typical requirements of the automotive industry. However, the principles are applicable to many business situations where adequate planning and validation of products and processes is key to success.

Course objectives:

The key objectives are to enhance the participants existing knowledge and skills to enable them to contribute effectively to the product realization process. The aim is that by the end of the course, a participant will understand:

- The role of Production Part Approval within the product realization process

- How various organizational functions contribute to PPAP

- The requirements for a typical PPAP record and submission document

- The role of the 'core tools and techniques' involved in PPAP

- The relationship of PPAP with Advanced Product Quality Planning (APQP) and IATF 16949

Target audience:
Cross functional: Project and engineering managers, design and development engineers, project engineers, quality engineers, sales engineers, quality auditors and other personnel who are involved with the introduction of new products and contribute to APQP / PPAP activities. Also, those personnel who need to understand the principles and terminology in order to communicate effectively with customers and suppliers.

Prerequisites:
Awareness of the core tools and techniques is helpful.

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Core supporting tools and best practice

Failure Mode and Effects Analysis (FMEA)
1 Day

This 1 day course is widely applicable to companies that design and produce products. It is also designed to support the requirements of IATF 16949:2016 and Six Sigma activities.

Course objectives:

The key objectives are to enhance the participants existing knowledge and skills to enable them to become more effective at managing their work process and meeting customer requirements. The aim is that by the end of the course, a participant will understand:

- The role of FMEA in new product introduction, process management and improvement

- How to develop and interpret an FMEA

- How product failures and process problems can be avoided

- The link with quality management requirements, eg IATF 16949, APQP / PPAP

Target audience:
Cross-functional: Project and engineering managers, process owners and engineers, design / project engineers, quality engineers, sales engineers, quality auditors and other personnel who are involved with the introduction of new products and contribute to APQP / PPAP activities. Also, those personnel who need to understand the principles and terminology in order to communicate effectively with customers and suppliers.

Prerequisites:
Awareness of the core tools and techniques is helpful.

Process FMEA

1 Day

As above but also including

Course objectives:

- How to develop and interpret a PFMEA

- How other tools and techniques complement FMEA

- The control plan methodology

Global 8D Problem Solving
2 Days

This 2 day course comprises a comprehensive programme of problem solving / continuous improvement tools and techniques.

Course objectives:
The key objectives are to enhance the participants existing knowledge and skills to enable them to become more effective at problem solving and continuous improvement within their work process. The aim is that by the end of the course, a participant will understand:

- Why it is necessary to solve problems

- A methodical process for problem solving

- The benefits of using a team approach

- How a variety of useful tools and techniques are used during 8D

- The importance of identifying the root cause(s) of a problem

- The importance of corrective action as a key output of 8D

Target audience:
Cross functional: This course is appropriate for all personnel who are involved in problem solving activities, including those who are 'owners' of a problem and hence, will support and manage the activity from start to finish

Prerequisites:
Basic maths skills and a modest level of technical ability.

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for more information

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sales@tmsinsight.co.uk

Core supporting tools and best practice

Statistical Process Control (SPC) Foundation Level
2 Days

This 2 day course explains how process data can be collected during design / development and production, and used for the purposes of process qualification, problem solving, ongoing management and improvement. The course is applicable to a wide range of business process situations, where data are used to understand the performance of both manufacturing and non-manufacturing processes.

Course objectives:
The key objectives are to enhance the participants knowledge and skills to enable them to become more effective at managing and improving their work process. The aim is that by the end of the course, a participant will understand:

• The limitations of relying on judgement and checking methods to manage a process

• Common and special causes of variation

• How to set-up, use and maintain a control chart

• Process capability and performance

• How SPC can help with understanding the sources of variation, which affect a process

• How computer software packages (eg Minitab) may be applied to SPC procedures.

Target audience:
This course is appropriate for SPC facilitators, continual improvement practitioners, engineers, auditors, analysts, team leaders and quality and process personnel, who are involved in setting-up and interpreting control charts and computing capability indices.

Prerequisites:
Basic maths skills and a modest level of technical ability.

Measurement System Analysis (MSA)
2 Days

This 2 day course is widely applicable to organisations that use measurements, gauging systems and visual assessments. It is designed also to support the requirements of IATF 16949:2016 and Six Sigma initiatives. The reliability of measurements and evaluations is an important consideration in any situation where they are used for decision making purposes.

Course objectives:
The key objectives are to enhance the participants knowledge and skills to enable them to become more effective at managing their work process and meeting customer requirements. The aim is that by the end of the course, a participant will understand:

• The nature of measurement errors.

• How measurement error can affect decision-making regarding process and product characteristics.

• How to plan, carry out and interpret a variety of MSA studies

Target audience:
This course is particularly relevant to managers, engineers, auditors, scientists and technicians who are involved in evaluating, auditing and maintaining measurement systems.

Prerequisites:
To fully appreciate this course, an understanding of basic statistical principles is desirable; hence, it is recommended that delegates have attended the Foundation Level SPC Course.

Use of Minitab Software
2 Days

This 2 day course explains how the analysis process and product data can be readily accomplished using Minitab software. The course supports problem solving and improvement methodologies

Course objectives:
The aim is that by the end of the course a participant will understand

• How to navigate within Minitab and perform basic operations

• A variety of Minitab statistical tools

• Set-up of dialogue boxes

• Interpretation of Minitab output

• Formatting of data and graphs for reporting and presenting

Target audience:
This course is appropriate for improvement practitioners, facilitators, managers, analysts, team leaders, quality personnel and administration staff, who are involved in problem solving and improvement activities

Six Sigma
Green and Black Belt Programme

Six Sigma This programme explores one of today's major business improvement initiatives. Many organisations today are operating in a very competitive and demanding environment, and continually improving operational activities has never been more important. A key objective of this programme is to enable the course participants to make an important contribution to continual improvement activities within their organisation, and to achieve broader use of their expertise and skills through the completion of an improvement project.

The training sessions combine theory with a variety of course activities; the course is designed to have a practical emphasis rather than an academic orientation. The project work associated with the programme is expected to continue beyond the completion of the training; leading to a successful practical application of the course content.

Green Belt Programme
Modules 1 - 8

Green Belts have a key role within a Six Sigma Programme. Typically, on a part-time basis, a Green Belt will lead a Six Sigma project in their work area, or as a team member, contribute to a project led by a Black Belt. On completion of Green Belt training, a candidate may extend their learning to Black Belt Level by completing Modules 9-20

Duration: 8 days, with a delivery pattern distributed over several weeks.

Target Audience: Multi-disciplinary: Personnel from all functions, who will actively lead, or contribute to, a Six Sigma project.

Prerequisites: Good literacy, numeracy and self-motivation. Some knowledge of continual improvement tools and techniques is an advantage, but not essential.

Black Belt Programme
Modules 9 - 20

Black Belts have a major role within a Six Sigma programme. Often on a full time basis, a Black Belt will lead and deliver a number of Six Sigma projects over a period of time, achieving significant gains. This course includes all of the content of the Green Belt training, and extends the learning to a wider range of methods, tools and techniques.

Duration: 20 days (an extension of 12 days to the Green Belt training) with a delivery pattern distributed over several weeks.

Target Audience: Multi-disciplinary: Personnel from all functions, who will actively lead, or contribute to, a Six Sigma project.

Prerequisites: Completion of Green Belt training.

Course Objectives: By the end of the course, a participant will;

- Understand what is Six Sigma
- Be familiar with the roles of Champion, Black Belt, Green Belt, etc.
- Understand, and be able to apply the DMAIC methodology.
- Be able to identify meaningful improvement projects.
- Be able to establish and utilise appropriate metrics.
- Have the ability to select and apply appropriate tools and techniques.
- Be aware of relevant software, such as Minitab.
- Be competent to lead a Six Sigma improvement project in their organisation.

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