



TMS Insight (Global) Ltd

Established in 1970 we have developed a renowned reputation for working with leading blue chip organisations and SME's across the UK and Europe.

Explore our range of professional services which are tailored to fully meet your business needs and deliver sustainable, value-added solutions.

Our team of experts have established long-term relationships with a wide range of customers from various industries that trust the quality and expertise of our service.

Training Solutions

TMS Insight (Global) Ltd is a Chartered Quality Institute (CQI), International Register of Certificated Auditors (IRCA) and Institute of Occupational Safety and Health (IOSH) Approved Training Provider. We are also a CTP Preferred Supplier to Service Leavers



We offer a range of open-market, in house or individually tailored training courses covering the following disciplines:

- Health, Safety and Well Being.
- Environmental, Energy Management and Business Sustainability.
- Risk Management.
- Quality and Business Management Systems.
- Information Security.
- Automotive and Core Supporting Tools.



We provide training solutions that will drive your business forward, places you at the forefront of what we do and provides a fresh and engaging approach.



Included on the following pages are overviews of some of our popular courses . For further information, dates and costs on these and all other training requirements please call

01543 877766 or e-mail sales@tmsinsight.co.uk

Why use TMS Insight (Global) Ltd

TMS Insight is a small company that delivers a large service providing continuity for clients. We are more accessible and more cost effective than our larger competitors. Our clients are much more to us than an account number. Where the big boys are impersonal, we pride ourselves on a personal service and also offer the continuity that they do not. If you want a bespoke service, at an attractive cost, then you have come to the right place.

Any company that celebrates it's '**Golden Anniversary**' must be committed to the long game. TMS Insight doesn't believe in off the shelf solutions. We invest time and effort to understand the culture and requirements of each client and tailor solutions to suit them. Our reward is the number of clients who return time and time again and regard us as part of their team.

Choose TMS Insight training as your ISO training provider and managerial consultant and you will be tapping into over 50 years of invaluable experience. Few problems or challenges are new, so there is nothing better than talking to experts who have encountered similar situations before and can demonstrate the best ways to address them.

Other professional services provided by TMS Insight (Global) Ltd

Consultancy

TMS Insight (Global) Ltd provides consultancy services across a wide range of industries including the manufacturing, engineering, construction, utilities, railway and educational sectors. We work with business organisations of all sizes to help them achieve the required performance standards in many areas.

Whether you are looking to ensure compliance, improve customer satisfaction, enhance and demonstrate sustainability, or identify opportunities for efficiency and cost saving, we would be pleased to assist you in reaching a long term viable solution.

We offer very competitive rates and a flexible approach to suit your business needs.

Principal Designer

CDM15 introduced us to the new role of Principal Designer whilst saying goodbye to the CDM coordinator role, this means the PD role is pivotal in collating important project information and coordinating critical activities.

Whilst the client has overall responsibility, the Principal Designer and Principal Contractor have responsibilities depending on the phase of the project, these responsibilities are defined in CDM15 therefore accountability is clear.

TMS Insight will work with you to ensure your compliance obligations are achieved from design to project handover, ensuring all stages are safely completed as required by CDM15.

Our PD package of services include;

- Advise the client of their duties and assist them with the formulation of the Client CDM Brief
- Plan, manage, monitor and coordinate health and safety in the pre-construction phase
- Ensure other designers comply with their duties
- Take account of the general Principals of prevention
- Help and advise the client in bringing together pre-construction information and provide the information that designers and contractors need to carry out their duties
- Completion / coordination of H&S file

Risk Management

Businesses face a multitude of risk issues, often on a daily basis. We can help you to meet these challenges head on, as our experts work together with you to understand risk from your perspective. This approach enables you to understand the likelihood and impact of diverse risks on your operations, and monitor, manage, and reduce the impact of those risks.

We can help you manage your organisation's risk strategically, with bespoke solutions designed to meet not only your risk management objectives, but also your overall business goals.



Operational Excellence

We can transform the way you work by helping to achieve operational excellence. That means you can keep your promises to customers at the lowest possible cost while embracing productivity, technological disruption and regulation.

Our services are designed to generate substantial business value through our getting it right first time philosophy and our process improvement and cost reduction techniques, which result not only in faster time-to-market, but also increased revenue and profits. That's why so many of our clients turn to TMS Insight

Business Management Systems

We provide professional support and advice which will enable you to plan, develop and deploy strategies to improve business performance, reduce cost and increase profitability. We will help you to define business policies, procedures, processes and practices to achieve compliance to legislation and international standards. Our simple, clear and comprehensive approach to management system design follows the plan-do-check-act model and incorporates business risk based thinking and assessment.

CQI and 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 and 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 Foundation / Introduction

This one day ISO 9001:2015 course has been designed to give you a good understanding of the most widely used global standard for quality management in the world. You may be completely new to a quality role, or about to implement ISO 9001 into your organisation.

This course aims to give you good grounding in the history, clauses and requirements of the ISO 9001 standard to save money and improve customer satisfaction.

What you will learn from this foundation / introductory level course;

- How to specify what is required and the purpose and intent of ISO 9001
- How to state the structure, key points, aims and objectives of the standard
- How to summarise how the standard will affect your organisation
- How to identify the Plan, Do, Check, Act (PDCA) cycle
- How to explain the clauses and requirements of ISO 9001:2015
- How to define the process model approach to quality management
- How the QMS will affect the whole company (Sales, Marketing, Production, etc)

ISO 14001:2015 Foundation / Introduction

This one day ISO 14001:2015 course has been designed to give you a good understanding of the most widely used global standard for environmental management in the world.

This course aims to give you good grounding in the history, clauses and requirements of the ISO 14001 EMS standard to reduce pollution and its impact on our environment and to ensure businesses operate in a more ethical and sustainable manner.

What you will learn from this foundation / introductory level course;

- How to specify what the purpose of environmental management systems are
- How to describe the purpose and intent of ISO 14001:2015
- How to explain the clauses and requirements of ISO 14001:2015
- How to define the process model approach to quality management
- How to identify the important legal requirements



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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 and 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 and 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 9001:2015, 14001:2015 & 45001:2018 Integrated Management Systems (IMS) Internal Auditor - 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 ISO 45001:2018. 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 & ISO 45001
- 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

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ISO 9001:2015, 14001:2015 & 45001:2018 Integrated Management Systems (IMS) Lead Auditor - 5 Days

This 5 day course takes the skills and knowledge of auditors to the level necessary for conducting effective third party and external audits of Quality, Environmental and Occupational Health & Safety Management Systems.

The course is challenging and highly participative. It features a range of scenarios that a 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 the environment and interpretation of ISO 9001:2015, 14001:2015 and 45001:2018.

At the conclusion of the course there is a 2 hour exam. Participants must successfully complete the practical work and the exam.

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 & 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 the ISO 9001:2015, 14001:2015 & 45001:2018 standards 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, 14001:2015 & 45001:2018.
- Have experienced all stages of conducting and reporting an audit, including opening and closing meetings.

Target Audience;

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

Prerequisites;

Delegates are expected to have knowledge of;
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.

Quality Environmental and Health & Safety Management

- The fundamental concepts and management principles.

ISO 9001, 14001 & 45001

- An understanding of the requirements of the standards and the commonly used management terms and definitions.



ISO 45001:2018 Health and Safety

ISO 45001:2018 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. ISO 45001 requires a system to manage health and safety, control risk and continually improve performance.

ISO 45001:2018 Foundation / Introduction

This one day course is aimed at those with an existing base knowledge of ISO management systems who wish to gain a greater understanding of the principles and requirements of ISO 45001 OH&S management.

An ISO 45001 based OH&S management system will enable an organisation to improve its OH&S performance by developing and implementing a H&S policy and H&S objectives. Establishing processes which consider its 'context' and which take into account its risks and opportunities and its legal and other requirements.

Determining the hazards and OH&S risks associated with its activities and seeking to eliminate them or putting in controls to minimise their potential effects on business operations.

What you will learn from this foundation / introductory level course;

- The background of ISO 45001 and its intended outcome
- The structure, content and requirements of ISO 45001
- How to describe the aims and objectives of an OH&S management system considering ISO 45001
- A summary of key terms and definitions
- The key concepts and structure of ISO 45001
- The main requirements of ISO 45001
- Why an OH&S MS is important to an organisation and its benefits

ISO 45001:2018 Internal Auditor 2 Day

Intended for all personnel who will be involved in auditing occupational health and safety within the ISO 45001:2018 framework, this course is delivered to meet the requirements of ISO 19011 and promote the integration of audit practice with ISO 9001:2015 and 14001:2015.

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.



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IOSH Managing Safely 3 day course

Every Manager needs an understanding of their health and safety responsibilities.

TMS Insight (Global) Ltd offers the accredited IOSH Managing Safely course which is designed for managers and supervisors in any sector and any organisation worldwide. They won't suddenly become safety experts but they will get up to speed on the practical actions they need to take and gain the knowledge and tools to tackle the safety and health issues they are responsible for. Importantly, Managing Safely makes a powerful case for safety and health being an integral part of day to day management and business.

Course Objectives:

- The course and TMS Insight are approved by the Institute of Occupational Safety and Health (IOSH).
- The course is fully certificated and forms a key part of your CPD.
- Efficient and effective learning—health, safety and environmental basics are covered in a single programme.
- The programme can be delivered flexibly so that it suits your business.

You will learn to;

- Understand the concept of 'managing safely'
- Identify the significant hazards in your business and work environment.
- Understand risk assessment and risk treatment.
- Understand the legal framework and your responsibilities.
- Understand incident reporting and investigation.
- Measure and report your performance.
- Understand environmental safety implications.

Who should attend this course;

- Team Leaders
- Project Managers
- Site Managers
- Depot Managers
- Line Managers
- Facilities Managers

IOSH Leading Safely 1 day course

Essential learning for senior leaders.

TMS Insight (Global) Ltd offers the accredited IOSH Leading Safely course. A course for top people with an eye on valuable business benefits. Health and Safety is not just a legal requirement, it is integral in many of today's successful companies. It brings huge benefits for reputation, productivity and results.

Who the course is for:

- Directors
- Chief Executives
- Business Leaders

Why it works;

- Short duration of five hours to sync with your busy schedule.
- Designed in collaboration with business leaders to deliver the content that adds real value.
- Delegates benchmark their priorities against global models of safety.
- Relevant case studies chosen to match your needs and sector.
- Support before, during and after the course.

What to expect;

- Recognising the value of strategic safety and health is integrating into business management systems and performance management systems.
- Understand your safety and health responsibilities.
- Appreciating the consequences of poor safety and health.
- Planning the overall directions for safety and health in your organisation.
- Understanding the importance of adequately resourcing your safety and health management system.
- Knowing why you should monitor and review your safety and health performance.

Top 5 business benefits;

- Reduce accident rates, absence and sick leave.
- Improving safety and health behaviour and standards.
- Increased safety and health awareness at all levels.
- Reduce insurance premiums and legal costs.
- Better business continuity.

Top 5 benefits;

- Sharpens your skill-set and makes you a more effective leader.
- Creates understanding of good practice from around the world.
- Enables bench-marking of your performance against others.
- Shapes your safety and health vision.
- Identifying steps to achieve your safety and health ambitions.

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ISO 50001:2018 Energy Management



Making organisations more energy efficient is key to addressing global warming, energy security and fossil fuel depletion. Plus, customers now expect organisations to treat the environment responsibly and to demonstrate energy efficiency. We can help you meet these expectations by providing your staff with the knowledge and skills to implement effective energy and environmental management systems.

ISO 50001:2018 EnMS Internal Auditor—2 Days

This 2 day course enables your personnel to understand the ISO 50001:2018 standard requirements and perform internal auditors of your organisation's energy management system (EnMS).

This course will help you to;

- Understand the structure and requirements of the standard.
- Describe the purpose of an Energy Management System.
- Prepare, conduct and develop the required skills for an ISO 50001:2018 audit.
- Explain the purpose, content and interrelationship of ISO 50001 and the legislative framework relevant to an Energy Management System

You will learn to:

- Appreciate the structure of the clauses.
- The generic management system framework.
- Interpret terms and definitions.
- The key concepts of ISO 50001.
- Explain the principles, processes and techniques used for the assessment and management of risk, including the significance of these for EMS Auditors.

ISO 50001:2018 EnMS Auditor Transition 2 Days

This 2 day course for existing Lead Auditors is designed to equip experienced Lead Auditors with the knowledge needed to assess and report on the conformance and effective implementation of an Energy Management System against ISO 50001:2018

The programme is designed to broaden skills and give a thorough understanding of ISO 50001 requirements and audit criteria. This will be supported by applying the new requirements to work related scenarios and allowing auditors to practice their skills.

This course will help you to;

- Understand the structure and requirements of the new standard.
- Describe the purpose of an Energy Management System.
- Prepare, conduct and develop the required skills for an ISO 50001:2018 audit.
- Describe the new requirements in Annex SL relating to organisational context, leadership, planning and support.
- Explain the purpose, content and interrelationship of ISO 50001 and the legislative framework relevant to an Energy Management System

You will learn to:

- Appreciate the new structure of the clauses.
- The generic management system framework.
- Interpret new and revised terms and definitions.
- The key concepts of ISO 50001.
- Explain the principles, processes and techniques used for the assessment and management of risk, including the significance of these for EMS Auditors.
- Auditor Certification transition arrangements

ISO 50001:2018 EnMS Lead Auditor 5 Days

This 5 day course is designed for Environmental and Energy Management professionals to update their audit skills and obtain the knowledge needed to assess and report on the conformance and effective implementation of an Energy Management System against ISO 50001:2018.

The course is designed to broaden skills and give a thorough understanding of ISO 50001 requirements and audit criteria. This will be supported by applying the requirements to work related scenarios and allowing auditors to practice their skills.

This course will help you to;

- Explain the purpose of ISO 50001 and the benefits to an organisation of using the standard.
- Outline and interpret the requirements of the ISO 50001 management systems specification in the context of an audit.
- Effectively plan and conduct an audit of the management and operation of an organisation in accordance with the requirements of relevant EnMS audit criteria.

You will learn to:

- Key concepts and approaches to an energy management system.
- Relevant ISO 50001 definitions and terminology.
- What energy management legislation and sources of information you need to be aware of.
- The principles, processes and techniques used for the assessment of risk and the significance of these in all energy management systems.
- How to outline and interpret the requirements of the ISO 50001 management systems specification in the context of an audit.



ISO 27001:2013 Information Security Management Systems

The use of Information Security Management Systems (ISMS) and Internal / Lead 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 ISO 27000 family.

These courses from TMS Insight bring you 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 Annex A in ISO 27001 and ISO 19011.

ISO 27001:2013 Internal Auditor 2 Days

This 2 day 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 ISMS. It will also 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.

Not only will this course cover the core skills of effective auditing, it will also show how the key elements of an effective ISMS should operate, integrate and interact with other core business processes.

The Course Objectives;

At the end of the course a participant will know how to;

- Describe the responsibilities of an auditor and the role of internal audits and external audits in the maintenance, improvement and certification of the ISMS.
- Explain the purpose and structure of ISO 27001:2013 reference PDCA and a process based management system.
- Plan and prepare for an audit.
- Gather objective evidence through observations, interview and sampling of documents and records.
- Write factual audit reports that improve the effectiveness of a management system.
- Suggest ways in which effectiveness of corrective action might be verified.

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

Target Audience:

Personnel from all organisational functions, especially those involved in business improvement process performance and design, compliance, information management, performance monitoring, management and updating of the ISMS.

Prerequisites:

There are no major prerequisites to this course as all topics are taught from first principles.

ISO 27001:2013 Lead Auditor 5 Days

This is the premier standard in training for Auditors. It takes the skills and knowledge of auditors to the next level necessary for conducting effective third party and external audits of an ISMS.

The course is challenging and highly participative. It features a range of scenarios that a 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 ISO 27001:2013.

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

The course culminates in a formal examination and the issuing of certificates to the successful candidates.

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 27001:2013 and how to assess the diverse elements of an ISMS.
- The ability to assess and evaluate disparate examples of auditing situations and to interpret their impact on compliance with the relevant parts of ISO 27001:2013.
- Have experienced all stages of conducting and reporting an audit.
- Have undertaken 'Live' or realistic role-played opening and closing meetings.
- Have a complete evidence portfolio of an audit.

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

Prerequisites: Some knowledge of the ISO management system model would be advantageous, as would a basic understanding of ISO 27001:2013 in particular. However, these are not essential prerequisites for attendance.

IATF 16949:2016 Automotive QMS Auditor Training



This 3 day course explains the approach to internal audit required by the global automotive quality system IATF 16949:2016. the content is delivered through a series of presentation slides, combined with participant activities. When taking the course in-house at client premises, 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 organization. The aim is that by the end of the course, a participant will;

- Understand the structure of a management system.
- 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.
- 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: The 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.

Day 1;

Introductions and Review of Agenda.

Background to IATF 16949:2016

- Annex SL
- Risk-based thinking
- Structure of ISO 9001:2015
- Review of IATF 16949:2016

Basics of Internal Quality Audit Practice

- Standards for quality auditing
- Types of quality audit
- Audit planning
- Audit personnel
- Stages of quality audit
- Automotive Process Approach to auditing

Day 2;

Automotive Process Approach to Auditing

- Preparation for an audit
- Participants carry out either a simulated or live audit
- Audit evaluation and reporting of findings
- Corrective action plan, verification and close-out
- Presentation of audit results
- Management review

Day 3

Auditing the Core Tools

- Linkage to APQP, PPAP, FMEA, SPC, MSA

Auditor Assessment (course exam)

Review and closing summary





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 addresses the typical requirements of the automotive, aerospace and other manufacturing industries where product and process qualification has to be demonstrated.

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:

Multidisciplinary: 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 addresses the typical requirements of the automotive, aerospace and other manufacturing industries where product and process qualification have to be demonstrated.

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 organisational 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 quality management system requirements.

Target audience:

Multidisciplinary: 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.

For more information

Email sales@tmsinsight.co.uk

Or call 01543 877766



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Process Failure Mode & Effects Analysis (PFMEA) 1 Day

This 1 day course is widely applicable to companies that produce products or provide services. It is also designed to support the requirements of IATF 16949.

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 PFMEA in new product / service introduction, process management and improvement
- How costly process problems and product failures can be avoided
- How to develop and interpret a PFMEA
- How other tools and techniques complement PFMEA
- The control plan methodology
- The link with quality management requirements, e.g. IATF 16949, APQP / PPAP

Target audience:

Multidisciplinary: 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 for the 1 day and 2 day courses;

Awareness of the core tools and techniques is helpful.

Process FMEA—AIAG-VDA Handbook—2 Days

This 2 day course explains the enhanced approach to Process FMEA (PFMEA) which has been jointly developed by the Automotive Industry Action Group (AIAG) and German Association of the Automotive Industry (VDA). It is also designed to support the requirements of IATF 16949.

Course objectives:

The key objective is to enable participants to understand and apply the enhanced PFMEA methodology within their organisation. The aim is that by the end of the course, a participant will understand;

- The reasons for the introduction of the AIAG-VDA FMEA methodology
- The new 7 step approach to PFMEA
- How to develop and interpret a PFMEA in accordance with the enhanced methodology

Target audience:

Multidisciplinary: Project and engineering managers, process owners, project engineers, quality engineers, sales engineers, quality auditors and other personnel who are involved with the introduction of new products and contribute to PFMEA activities. Also, those personnel who need to understand the principles and terminology in order to communicate effectively with customers and suppliers.

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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Statistical Process Control (SPC) Foundation Level 2 Days

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

Course objectives:

The key objectives are to enhance the participants existing 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:

- Basic statistical concepts
- Common and special causes of variation
- How to create and interpret a control chart
- Process capability and performance
- How SPC methods are used to control and improve a process to ensure that customer requirements are satisfied
- The linkages to quality management system requirements

Target audience:

This course is appropriate for SPC facilitators, continual improvement practitioners, process engineers, quality engineers, auditors, data analysts, team leaders 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 to characterise and verify product characteristics and also to estimate process parameters and indices. The reliability of measurement is an important consideration in any situation where they are used for decision making purposes. This course is designed to support the requirements of quality management systems such as IATF 16949

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 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, SPC facilitators, 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

A Selection of TMS Insight (Global) Limited clients and delegate comments

- Yamazaki Mazak UK Ltd
- Kronospan
- Aesica Pharmaceuticals
- Bosch Rexroth
- DHL Supply Chain
- Southco Manufacturing
- Babcock Vehicle Engineering
- API Microelectronics
- Robert Bosch UK Holdings
- RTITB
- Amtico
- South Staffs Water
- National Express
- DHL Supply Chain
- PPG
- Sky TV
- Speedy Services
- Bosch Thermotechnology
- Truflo Air Movement
- IMI Truflo Marine
- May & Scofield
- Assa Abloy
- Baywater Healthcare
- Arriva UK Bus
- Dunlop Aircraft Tyres Ltd
- Sertec Group Holdings
- Whittan Industrial Ltd
- Collins Aerospace
- XPO Logistics
- Ocean Outdoor UK Ltd
- Monosol AF Ltd
- Clamason Industries
- Capital Refractories
- Lubrizol
- Welsh Government
- Aeroflex Hose & Engineering
- NHS Supply Chain
- Fuchs Lubricants (UK) Ltd
- United Springs
- Kiyokuni Europe Limited
- TRB Limited
- Miba Coating Group
- Spellman High Voltage Electronics
- Raven Housing Trust

An excellent course presented in a relaxed, constructive manner to promote delegate involvement. The trainer draws upon a wealth of knowledge of auditing experience. The course provides the structure and tools to plan, conduct and close audits - Andrew, Assa Abloy

The 2 day course was very well structured. The tutor introduced the QMS in a logical and easy to understand way on the first day and it was good that we could apply the knowledge and see how it all fits together on the 2nd day - Leona, SE Controls

Kept us engaged through both days. Used our own problems to make it relatable – Mark, Plastic Coatings

The course was made interesting by the trainers obvious experience. The practical on-site audit was a perfect way to support the theory – Mike, DHL Supply Chain

Good trainer who keeps the training and talking balanced with exercises and interaction with the group. Good use of examples and scenarios and its relevance to our company – Ram, Yamazaki Mazak

The course was delivered in a fun, interactive way which made the course not only hugely knowledgeable but a pleasure to take – Sarah, National Express

Really informative and so relaxed. The informal nature of the training has really helped me to pick up what I thought was a daunting standard at the start of the course – Carly, Southco Manufacturing

TMS Insight (Global) Limited
Watling Court, Orbital Plaza, Cannock,
Staffordshire. WS11 0EL



APPROVED TRAINING PARTNER



Tel + 44 (0) 1543 877766

Email:

sales@tmsinsight.co.uk

or visit our website

www.tmsinsight.co.uk