



Training in Quality Management Systems

Reg. No: 2002/098710/23

VAT Reg. No: 4680203835

BROCHURE

2012/1

TIQMS Conference Centre
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REGISTRATION GENERAL INFORMATION

REGISTRATIONS

The registration/booking form is attached at the back of the brochure and should be faxed to **0865447916** after completion or alternatively these can be scanned and e-mailed to info@tiqms.co.za

Please state clearly if a PRO FORMA invoice is required

REGISTRATIONS AND TAX INVOICE

After receipt of a completed booking form a tax invoice and confirmation will be sent.

CANCELLATIONS

Cancellations must be in writing and faxed or e-mailed.

Cancellation 7 - 10 days before start of Training programme : 50% of the fee

Cancellation 0 - 7 days before Training programme: 100% of fee

Should a delegate not attend a course without providing prior notification for cancellation then the full course fee will be payable.

TIQMS reserves the right to cancel any course, but undertakes to inform all affected delegates as early as possible regarding such cancellations. The only reason that a course would be cancelled and/or postponed will be due to insufficient number of delegates.

FEES

All course fees are charged per person and per course. Course fees are indicated with and without VAT (Value Added Tax) to accommodate delegates from countries that are exempted from VAT.

PAYMENT

Course fees are payable in full and in advance unless otherwise arranged with TIQMS.

Payment can be done via electronic transfer cheque or cash. Cheques to be made payable to TIQMS Training in Quality Management Systems CC

Proof of payment must be faxed to 0865447916 or e-mailed to info@tiqms.co.za prior to attendance of course.

Please use Invoice Number as reference when making payment

Payment can be made electronically into the following account:

Account Number: 4056976516

TIQMS

ABSA Centurion

Branch Code: 630445

A 10% discount will be awarded where 3 or more delegates from the same organisation attend the same course at the same time and are paid for on the same date. (Not applicable to In-house courses where a separate quote will be issued for the presentation of that course.)

TRAVEL AND ACCOMMODATION

Delegates are responsible for their own travel and accommodation arrangements. As per request, we can assist by supplying contact numbers of guesthouses, hotels or bed and breakfast establishments in the vicinity.

COURSE PRESENTATION

Courses will be presented in **English only. 100% ATTENDANCE IS A REQUIREMENT.**

Courses are presented using a variety of training methods and techniques, and these include lectures, videos, assignments, handbooks and exercises. Group participation is encouraged throughout, as it enhances the learning experience.

CERTIFICATION

100% **attendance is required** from each delegate for certification purposes .

Where examinations are required, the following rules will apply:

The pass mark for all courses is 50%. For courses where SAATCA certification is sought; the pass mark required is 70%. In both instances a certificate of achievement will be issued. Should a delegate fail **one** re-write of the examination will be allowed within a **4-month period** from the date of the initial examination at **no charge**.

Re-writes requested beyond the stipulated period will be charged at R200 within the year of attendance, otherwise delegates will be required to re-attend at a fee.

Where no examinations are required, certificates of attendance will be issued

RE - ISSUE OF CERTIFICATES

Certificates will be issued within 2 weeks of completion of training, provided all necessary requirements have been fulfilled and full payment has been received. All re-issue certificates required after the stipulated period will be done at a cost of R300 per certificate.

IN-HOUSE PRESENTATION OF COURSES

All courses can be presented In-house i.e. TIQMS trainer(s) will be sent to present the training at your organisation. These training courses are customized to suit the client's organisational requirements.

Only written requests for In-house training will be accepted and these should be accompanied by the client's proposed training dates. A quotation will then be sent. On acceptance of this quotation, the client will be expected to provide a written acceptance of quotation with the purchase order number alternatively, proof of payment prior commencement of the course.

To facilitate professional service and efficient planning, a client is requested to provide notification of where the training will be presented one week prior the agreed dates. In-house courses will be presented to a minimum of 10 and maximum of 20 delegates per session.

The client or organisation will be responsible for providing a suitable training room with audiovisual equipment and all necessary training tools (including projectors, flip charts etc.) as well as refreshments and lunch.

ISO 9001:2008 OVERVIEW (09)

The Standard for Quality Management Systems (ISO 9001:2008) requires that:-

- Personnel in the organization are made aware of the Quality policy and objectives of the organization
- Personnel are made aware of their roles and responsibilities within the organization and its quality management system

COST per delegate: R 1 800-00 VAT Exclusive. = R 2 052-00 VAT Inclusive.

DATES (1 day):
7 February
8 May
24 July
18 September
20 November

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requisite: None

Target Audience

This course is applicable to all levels of employment and provides a thorough basis of awareness and understanding of basic ISO requirements and applications

Outcome

By the successful completion of this course the candidate will be able to:

- Understand the importance of ISO 9001:2008 as a Management Tool
- Identify individual responsibilities and roles regarding the requirements
- Understand the interrelationship of the various clauses as set out by the standard
- Understand the importance of management responsibility

Contents

- ISO the Organisation
- The 8 Quality Management Principles
- ISO 9001:2008 Requirements
- The Role of Certification

Certification and Certificates:

Successful Learners will receive a TIQMS attendance certificate

Implementing a Quality Management System – ISO 9001:2008 (QMS)

COST per delegate: R 5 000-00 VAT Exclusive. = R 5 700-00 VAT Inclusive.

DATES (4 days) **24 – 27 January** **6 – 9 March**
 15 - 18 May **10 – 13 July**
 4 – 7 September **30 October – 2 November**

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requisite: None

Target Audience

Personnel who are responsible for developing, implementing and maintaining a quality management system

Outcome

By the successful completion of this course the candidate will be able to:

- Understand and apply the ISO 9001:2008 standard as a management tool
- Implement the ISO 9001 standard requirement
- Identify the requirements of the standard
- Understand Quality Concepts, purpose and rationale for a QMS
- Develop certain documents required by the standard

Contents

- Introduction to ISO, the organization
- ISO 9000- based QMS
- The Development of Quality Standards
- Overview of the ISO 9000 Family
- Quality Terminology
- Quality Management Principles, Fundamentals, Service Quality
- The ISO 9001:2008 Requirements
- Preparing the QMS & Process Management (including PDCA)
- Documentation
- The Role of Internal Quality Auditing
- The Role of the Certification process

Current day practical examples, case studies and visual aids are used.

Certification and Certificates:

Formative Assessment Questionnaire on the last day. Pass mark is 50%.

Successful Learners will receive a TIQMS certificate

COMMENTS FROM ATTENDEES

What an eye opener! I now feel more confident in management meetings. I actually know now what to look for in a QMS. This course has shown me the broader vision of a Quality Management System and given me education, knowledge and ability to apply it to my work and ensure improvement for the business. The facilitator is very learned, approachable and very knowledgeable.

Successful Learners can register for the Internal Auditor and SAATCA Lead Auditor Courses

Distance Learning in QMS (ISO 9001:2008) **Correspondence (QMSC)**

COST per delegate **R 3 300-00 VAT Exclusive. = R 3 762-00 VAT Inclusive.**

Duration: **6 Months period. This period can start at any time.**

Materials will be sent to the nearest post office as soon as payment is received.

Pre-Requisite: None

Target Audience

Personnel who are responsible for developing, implementing and maintaining a quality management system

Outcome

By the successful completion of this course the candidate will be able to:

- Understand and apply the ISO 9001:2008 standard as a management tool
- Implement the ISO 9001 standard requirement
- Identify the requirements of the standard
- Understand Quality Concepts, purpose and rationale for a QMS
- Develop certain documents required by the standard

Contents

- Introduction to ISO, the organization
- ISO 9000- based QMS
- The Development of Quality Standards
- Overview of the ISO 9000 Family
- Quality Terminology
- Quality Management Principles, Fundamentals, Service Quality
- The ISO 9001:2008 Requirements
- Preparing the QMS & Process management
- Documentation
- The Role of Internal Quality Auditing
- The Role of the Certification process

Certification and Certificates:

Learners will be required to complete 2 assignments during this six months period.

Learners are welcome to contact the Training Facilitator or make an appointment if experiencing difficulty. Should all two assignments not be successfully completed within the 6 months period, no certificate will be issued. Learners will then have to re-register for the Training programme.

Successful Learners will receive a TIQMS Certificate

Internal Auditor ISO 9001:2008 incorporating ISO 19011 (IAUD9)

COST per delegate R 3 700-00 VAT Exclusive. = R 4 218-00 VAT Inclusive.

DATES (3 days) 14 – 16 February 10 – 12 April
5 - 7 June 31 July - 2 August
25 – 27 September 13 – 15 November

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requisite:

Learners must have successfully completed the Quality Management Systems Course or have sufficient knowledge of ISO 9001:2008 as the standard is not covered in this course

Target Audience

Individuals who are responsible for doing internal audits against the ISO 9001:2008 standard

Outcome

By the successful completion of this course the candidate will be able to:

- Understand and apply the ISO 19011:2002 requirements for auditing
- Develop auditing material required to conduct an internal audit
- Prepare and plan for an internal audit
- Perform audits displaying appropriate auditor techniques
- Write audit reports

Contents

- Introduction to quality auditing
- Introduction to ISO 19011:2002
- Clause 3 – Auditing Terminology
- Clause 4 – Principles of Auditing
- Process & Product Audits
- Clause 5 – Managing an Audit Program
- Clause 6 – Audit Activities
- Clause 7 – Competence and Evaluation of Auditors
- The Process Approach to Auditing a QMS
- Examples of Nonconformities
- ISO 9001:2008 Audit Checklist

Certification and Certificates:

Formative Assessment Questionnaire on the last day. Pass mark is 50%.
Successful Learners will receive a TIQMS certificate

COMMENTS FROM ATTENDEES

Excellent preparation and skill shared. I have gained and learned more and look forward to put what I have learned in practice. The Facilitator is a subject matter expert in his field, and a professional.

Lead Auditor ISO 9001:2008 incorporating ISO 19011 SAATCA Accredited (AUD9)

COST per delegate **R 7 700-00 VAT Exclusive = R 8 778-00 VAT Inclusive**

DATES (5 days) **26 - 30 March** **15 – 19 October**

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requisite:

Learners must have successfully completed the ISO 9001:2008 Quality Management Systems Course.

Target Audience

Individuals who are responsible for doing external audits against the ISO 9001:2008 standard.

Individuals who wants to register as SAATCA Lead Auditors

Outcome

By the successful completion of this course the candidate will be able to:

- Understand and apply the ISO 19011:2002 requirements for auditing
- Develop auditing material required to conduct an internal audit
- Prepare and plan for an audit
- Perform audits displaying appropriate auditor techniques and write audit reports

Contents

- Introduction to Auditing
- Definitions
- Audit Basics
- Group Work, Auditor Experiences
- Preparing for Audits
- Group Work Audit Checklists and Questioning
- Auditor Qualifications
- System Documentation Review
- Audit Practise
- Communication
- Group Work Internal Audits Reports
- Opening meeting simulation Group
- Case Studies and Video interaction
- Enhanced Quality Auditing Techniques-Aligning the QMS with the achievement of organizational and business success.

Certification and Certificates:

Learners will write the SAATCA exam on the last day of the Training programme. Pass Mark 70%

The Facilitator will conduct continuous evaluations on each Learner during the Course.

Successful Learners will receive a TIQMS/SAATCA Accredited certificate

COMMENTS FROM ATTENDEES

The experience of the facilitator made it much easier to grasp due to practical example and experiences.

Excellent course and service

ISO 14001:2004 – Standard Requirements **Environmental Management Systems (EMS)**

COST per delegate **R 1 900-00 VAT Exclusive. = R 2 166-00 VAT Inclusive.**

DATES (1 day) **13 March** **21 August**

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requisite: None

Target Audience

This course is applicable to all levels of employment and provides a thorough basis of awareness and understanding of basic ISO 14001 requirements and applications

Outcome

By the successful completion of this course the candidate will be able to:

- Understand the importance of ISO 14001:2004 as a Management Tool
- Design and implement a management system based on the standard ISO 14001: 2004.

Contents

ISO 14001 Requirements
ISO 14001 Application

Certification and Certificates

Formative Assessment Questionnaire on the last day. Competent mark is 50%.

Successful Learners will receive a TIQMS certificate

COMMENTS FROM ATTENDEES

Very interesting especially the practical content.

ISO/TS 16949:2009 Standard Requirements **(TS)**

COST per delegate **R 3 300-00 VAT Exclusive.** = **R 3 762-00 VAT Inclusive.**

DATES (2 days) **17 – 18 July**

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requisite: None

Target Audience

This course is applicable to all levels of employment and provides a thorough basis of awareness and understanding of basic ISO/TS requirements and applications

Outcome

By the successful completion of this course the candidate will be able to:

- Understand the importance of ISO/TS 16949:2009
- Will be able to implement the standard ISO/TS 16949.

CONTENTS

Overview of IATF Rules
Requirements of ISO/TS 16949:2009
Customer Oriented Processes using the Octopus
Implementation of ISO/TS 16949:2009
Exercises and Case Studies

Certification and Certificates

Formative Assessment Questionnaire on the last day.
Competent mark is 50%.
Successful Learners will receive a TIQMS certificate

ISO/TS 16949:2009 Internal Auditor (IAUDTS)

COST per delegate **R 3 300-00 VAT Exclusive. = R 3 762-00 VAT Inclusive.**

DATES (2 days) **19 – 20 July**

Must bring own ISO/TS 16949:2009 Standard that was supplied during the Requirements course

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requisite:

1. **Must have attended the 2 day ISO/TS 16949:2009 Requirements course**
2. **Highly recommended that delegates are competent in the use of TS Tools (SPC; FMEA; PPAP; MSA)**

Target Audience

Individuals who are responsible for doing internal audits against the ISO/TS standard

Outcome

By the successful completion of this course the candidate will be able to:

- Understand and apply the ISO 19011:2002 requirements for auditing
- Develop auditing material required to conduct an internal audit
- Prepare and plan for an internal audit
- Perform audits displaying appropriate auditor techniques
- Write audit reports

Contents

- Part 1 – Purpose and History
- Part 2 – Automotive process-oriented approach to systems auditing
- Part 3 – Business process mapping
- Part 4 – IATF Guidelines & Rules for certification
- Part 5 – Internal Auditing (ISO 19011:2002)
- Exercises

Certification and Certificates

Formative Assessment Questionnaire on the last day. Competent mark is 50%.

Successful Learners will receive a TIQMS certificate

COMMENTS FROM ATTENDEES

Excellent facilitator and course

All production personnel can attend this fruitful course and enrich themselves to do things first time right.

Quality Tools required by ISO/TS 16949:2009 **(APQP; Control Plans; FMEA, PPAP) (TLS)**

COST per delegate **R 3 700-00 VAT Exclusive. = R 4 218-00 VAT Inclusive.**

DATES (3 days) **26 - 28 June**

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requirement: None

Target Audience

This course is applicable to all levels of employment and provides a thorough basis of awareness and understanding of the tools

OUTCOME

By the successful completion of this course the candidate will be able to:

- Be familiar with the Multidisciplinary Approach which must be used to prepare for product realisation, to the Advanced Product Quality Planning (APQP) Process, and the Control Plan, and Potential Process Failure Mode and Effects Analysis (PFMEA's) methodologies, explain their purpose, aims, and benefits.
- Adequately prepare and conduct Advanced Product Quality Planning, develop Control Plans and PFMEA's.
- Implement the requirements of PPAP effectively and consistently.

Contents

- Basics of Quality Planning and APQP.
- Fundamentals of Product Quality Planning.
- The Advanced Product Quality Planning (APQP) Process 2nd Edition.
- Overview of the Production Part Approval Process (PPAP) 4th Edition.
- Control Plan methodology 2nd Edition.
- Control Plan Development (Worked Example)
- Process Failure Mode & Effects Analysis (PFMEA) methodology 4th Edition.
- PFMEA Development

Practical Team Work on one of your processes:

- Establish your Multidisciplinary team members.
- Develop a Control Plan & PFMEA together with their Characteristics List, Characteristics Matrix, Process Flow Diagram & Floor Plan Layout.

Certification and Certificates

Continuous evaluation is done on the practical work

Learner will receive a TIQMS certificate

COMMENTS FROM ATTENDEES

It is an informative tool I will actually recommend my whole management team to attend
Excellent training and good explanations.

Measurement System Analysis Gauge R and R Studies **(MSA)**

COST **R 1 800-00 VAT Exclusive = R 2 052-00 VAT Inclusive**

DATES (1 day) **29 June**

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requisite: None

Target Audience

This course is applicable to all levels of employment.

Outcome

By the successful completion of this course the candidate will be able to:

- Perform Measurement System Analysis on measuring equipment
- Have an understanding of the different types of Variation within the measuring system and the effects it can have on the manufacturing process and process capability.

Contents

- Introduction and Terminology
- Types of measurement system variation
- Why and how do we assess measurement system variation
- When do we assess measurement system variation
- Preparing for a measurement system study
- Techniques for assessing measurement uncertainty:
- Worked example of a Gauge R&R Study
- Control charting method
- Attribute Gauge Study (Short method).
- Exercises:

Certification and Certificates

Formative Assessment Questionnaire. Competent mark is 50%.
Learner will receive a TIQMS certificate

COMMENTS FROM ATTENDEES

Very satisfied with the training programme.
Will recommend other people to attend the course

Statistical Process Control (SPC)

COST per delegate **R 3 300-00 VAT Exclusive. = R 3 762-00 VAT Inclusive.**

DATES (2 days) **17 – 18 April**

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requisite: Basic Numeracy is required

Target Audience

This course is applicable to all levels of employment.

Outcome

By the successful completion of this course the candidate will be able to:

- Carry out Process Capability studies
- Determine Cpk's
- Implement variable and attribute control charts

Contents

- Introduction to Descriptive statistics
- Tally sheets and Histograms
- Process Capability Studies (C_p & C_{pk})
- Central Limit theorem
- X-bar R-Control Charts
- Pattern analysis within Control Charts
- p, np, C, & U Attribute Control Charts
- Pareto diagrams
- Free-ware software with macros to run on MS excel is included
- An SPC reference Handbook, including guidance of over 20 types of charts is also included.

Certification and Certificates

Learners will write a Formative Assessment Questionnaire on the last day.

Competent mark is 50%

Successful Learners will receive a TIQMS certificate

COMMENTS FROM ATTENDEES

Excellent course, it helped me in many ways, from now on I will be able to plot graphics and charts and calculate the efforts I find at work

Course was presented in a very professional way. Can apply it to our process immediately.

Thanks for making a complicated subject so simple to understand!

Procedure Writing and Documentation (PROC)

COST per delegate **R 3 300-00 VAT Exclusive. = R 3 762-00 VAT Inclusive.**

DATES (2 days) **29 – 30 May 20 – 21 November**

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requisite: None

Target Audience

This course is applicable to all levels of employment.

Outcome

By the successful completion of this course the candidate will be able to:

- Understand the purpose of Quality Manuals and Documented Procedures
- Use various tools and techniques for developing procedures

Contents

- What is a QMS and understanding the requirements of ISO 9001:2008
- Benefits of a documented management system
- Processes and process mapping and creating a process map
- Alternatives to documented procedures
- Creating flowcharts and developing a Competence Model

Certification and Certificates

Successful Learners will receive a TIQMS certificate

COMMENTS FROM ATTENDEES

The course was well planned. It was an eye-opener and hopefully will be put into practice in my day to day work.

I would recommend this course for people who has to establish procedures for process and also to manage Quality Management system.

OHSAS 18001:2007 Implementing a Health and Safety Management System (OHSAS)

COST R 3 700-00 VAT Exclusive. = R 4 218-00 VAT Inclusive.

DATES (3 days) 12 – 14 June

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requisite: None

Target Audience

This course is applicable to all levels of employment.

The 'Implementing and Auditing a Health and Safety Management System' course is a comprehensive three-day program that introduces delegates to OHSAS 18001 (Occupational Health and Safety Assessment Series). Time will be spent focusing on the business benefits and opportunities associated with OHSAS 18001.

Outcome

By the successful completion of this course the candidate will be able to:

- develop and maintain management systems based on BS 8800/OHSAS 18001.

Contents

- Introduction to Occupational Health and Safety (OHS) and the concept of a "Safety Culture"
- Overview of OHSAS 18001:2007
- Key elements of the Guide:
 - Initial status review
 - Policy
 - Planning and implementing
 - Risk Assessment
 - Implementation and operation
 - Checking and corrective action(measuring performance and auditing)
 - Management review
- Challenges of promoting and securing compliance to OHSAS18001:2007
- Integrating Management Systems
- Preparing for a OSHAS 18001:2007 (Health & Safety) Certification

Certification and Certificates

Learners will write a Formative Assessment Questionnaire on the last day.

Competent mark is 50%

Successful Learners will receive a TIQMS certificate

COMMENTS FROM ATTENDEES

Excellent . Very informative

Implementing an Integrated Management System **ISO 9001:2008, ISO 14001:2004, OHSAS 18001:2007 (IMS)**

COST **R 3 700-00 VAT Exclusive. = R 4 218-00 VAT Inclusive.**

DATES (3 days) **3 – 5 July**

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requisite:

Must have completed QMS course or a recognised ISO 9001:2008 training programme.

No original standards will be supplied

Target Audience

This course is applicable to all levels of employment.

This course provides a framework and guidance to integrate the common elements of quality, environmental and safety management systems. The course content can be tailored to suit the needs of your organisation

Outcome

By the successful completion of this course the candidate will be able to:

- Identify and understand those requirements 'common' to ISO 9001:2008 (quality), ISO 14001:2004 (environmental), and OSHAS 18001:2007 (Health & Safety)
- Design a plan to integrate elements of their environmental, quality, health & safety management systems.
- Document their integrated management system in an efficient manner
- Assess and review their integrated management system for effectiveness
- Use is made of current day practical examples and case studies.

Contents

- Guidance on how to integrate the three management systems
- Identify and understand those requirements 'common' to ISO 9001:2008 (quality), ISO 14001:2004 (environmental), and OSHAS 18001:2007 (Health & Safety)
- Techniques to identify and assess quality, environmental and health and safety issues and determine their significance to your organisation
- A methodology to assess the effectiveness of the integrated management system.
- Development of ISO 9001:2008 (quality), ISO 14001:2004 (environmental), and OSHAS 18001:2007 (Health & Safety) Standards
- Integrated Management System Documentation format and Structure
- Internal Auditing of an Integrated Management System
- Preparing for a ISO 9001:2008 (quality), ISO 14001:2004 (environmental), and OSHAS 18001:2007 (Health & Safety) Certification

Certification and Certificates

Learners will write a Formative Assessment Questionnaire on the last day. Competent mark is 50% Successful Learners will receive a TIQMS certificate

RISK MANAGEMENT

incorporating ISO 31000:2009 - Risk management – Principles and guidelines, and ISO 31010:2009 – Risk management – Risk assessment guidelines (RM)

COST **R 3 700-00 VAT Exclusive. = R 4 218-00 VAT Inclusive.**

DATES (2 days) **24 – 25 April 14 – 15 August**

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requisite: None

NOTE: All three Standards (SANS ISO 31000, 31010 and ARP 070 (RM Vocabulary) are included.

Target Audience

- Individuals responsible for developing risk management policy within their organization
- Individuals who need to ensure that an organization manages risk;
- Individuals who need to manage risk for the organization as a whole
- Individuals who need to evaluate an organization's practice

Outcome

By the successful completion of this course the candidate will be able to:

- Recognize opportunities for application of Risk Management
- Integrate ISO 31000 with requirements of other Management systems
- Understand how to select appropriate Risk assessment techniques using guidance given in ISO 31010
- Understand the language used in the Risk management field

Contents

Risk assessment concepts, including – risk assessment and the risk management process:

communication and consultation, establishing the context, risk treatment, monitoring and review.

The risk assessment process, including - Risk Identification, Risk Analysis: controls assessment, consequence analysis, likelihood analysis and probability estimation, preliminary analysis, uncertainties and sensitivities; Risk Evaluation; Documentation; Monitoring and Reviewing Risk Assessment; Application of Risk Assessment during life cycle phases.

Selection of risk assessment techniques (ISO 31010 gives a comparison of risk assessment techniques)

Certification and Certificates

Formative Assessment Questionnaire on the last day. Competent mark (Pass mark) is 50%.

Successful Learners will receive a TIQMS certificate

COMMENTS FROM ATTENDEES

Very informative and assisted in giving me a good understanding of the standard.

INSPECTION (INSP)

DURATION (1 day each) ONLY AVAILABLE AS AN IN-HOUSE

COST : (per day) R 14 000-00 VAT Exclusive for a maximum of 20 delegates.
Travel and accommodation cost if applicable are not included in cost

Contact TIQMS for a formal quote

CONTENTS

The following are the Training programme's outcome:

1. Afford Inspection/Manufacturing personnel an insight into all aspects of Inspection/Verification
2. Afford Inspection/Manufacturing personnel an opportunity of discussing various interrelated inspection problems normally encountered during manufacturing processes
3. To better define the role of Inspection/Verification
4. Equip Inspection/Manufacturing personnel with the knowledge required to effect planning of the Inspection Process

The topics covered are:

5. The need for Inspection/Verification
6. How the inspection function evolved
7. Inspection errors
8. Inspection planning
9. Who does inspection planning
10. How the planning is done
11. Written inspection procedures/instructions
12. Principles for the compilation of procedures
13. Types of inspection functions
 - material receiving inspection - 100% inspection
 - process inspection - patrol inspection
 - last-off inspection - final inspection

CERTIFICATION:

Learners will receive a TIQMS certificate

Process Mapping for Quality Management Systems

DURATION (1 day each) ONLY AVAILABLE AS AN IN-HOUSE

COST : (per day) R 14 000-00 VAT Exclusive for a maximum of 20 delegates.
Travel and accommodation cost if applicable are not included in cost

Contact TIQMS for a formal quote

Content:

General Introduction to processes	N544R Support Package: Guidance on the Process
Approach to QMS	Process Management & Procedures
Evaluation of Processes (SANS 10055-1)	Guidance on Flowcharts
Lessons learnt from Automotive Industry	Practical Exercises

CERTIFICATES Learners will receive a TIQMS attendance certificate

ISO 10015:2005 **Quality Management – Guidelines for Training**

DURATION (1 day each) ONLY AVAILABLE AS AN IN-HOUSE

COST : (per day) R 14 000-00 VAT Exclusive for a maximum of 20 delegates.
Travel and accommodation cost if applicable are not included in cost
Contact TIQMS for a formal quote

WHO SHOULD ATTEND:

All training, human resource, and quality managers, who are involved in the development of HR plans of organizations, to meet **Own, ISO 9001:2008, and/or ISO/TS 16949:2009 - requirements, (clause 6.2.2 competency, awareness and training).**

CONTENTS:

The Standard will be discussed and interpreted in a practical way so that the delegate will be able to use it effectively in their organisation. Key aspects of the Standard are:

Scope of ISO 10015:2005

“The scope of these guidelines covers the development, implementation, maintenance and improvement of strategies and systems for training that affect the quality of the products supplied by an organization.”

CERTIFICATION: Learners will receive a TIQMS certificate

Global 8D Problem Solving Techniques

DURATION (2 day each) ONLY AVAILABLE AS AN IN-HOUSE

COST : (per day) R 14 000-00 VAT Exclusive for a maximum of 20 delegates.
Travel and accommodation cost if applicable are not included in cost
Contact TIQMS for a formal quote

TRAINING OUTCOMES

The primary outcome is to provide delegates with the necessary systematic and practical information so that they may understand, describe and are able to participate in, the Global *D problem-solving process.

CONTENTS:

1. Evolution of the Global 8D Problem-solving methodology
2. The Global 8D Process objectives
3. Guidelines for applying the Global 8D problem solving process ,additional guidelines
4. Attachments to the Global 8D Report
5. Global 8D Team structure, Team roles, & Team functions
6. Global 8D Process Steps, Global 8D report
7. Case Study exercise

CERTIFICATION: Formative Assessment Questionnaire on the last day.

TIQMS – Six Sigma Training

INTRODUCTION

The purpose of Six Sigma is to bring about increased quality performance and to deliver improved profit by addressing chronic business problems that may have existed for many years. The driving force behind the approach is for organisations to be competitive and to eliminate errors and waste. A number of Six Sigma projects are about the reduction of losses.

Some organisations require their own staff to engage with Six Sigma and demand that their suppliers do as well. The approach is project based. There is little that is new within Six Sigma from the point of view of the tools and techniques utilised, but what is different is every project, before it can begin, must have a sound business case.

Another difference, from what has gone before, is the infrastructure. The creation of roles, and the responsibilities that go with them and gives the method an infrastructure that is robust. The demand that all projects require a proper business case, the common manner by which all projects become vetted, the clearly defined process (DMAIC) that all projects follow, provides further elements of the infrastructure.

The Six Sigma methodology for improving processes has been around for the past 28 years (started/developed by Motorola in 1982). In South Africa it has been gaining momentum over the past 7 years as more and more success stories emerge in South African industry. TIQMS has not only been teaching the tools and techniques that Six Sigma uses for the past 28 years, but has also been actively involved with training the Six Sigma methodology for the past seven years. Our courses have led to many Companies adopting the Six Sigma process and we have been assisting them on an in-house basis, developing competent Six Sigma “Green Belts”. Building on these courses we are proud to announce that the international community (through the offices of ISO) has come to a consensus on the classification of Yellow, Green and Black Belt levels of expertise and training. This consensus has been published in two documents:

ISO/CD 13053-1: **Quantitative methods in process improvement — Six Sigma — Part 1: The DMAIC methodology**, and

ISO/CD 13053-2: **Quantitative methods in process improvement — Six Sigma — Part 2: Tools and techniques**

Your Six Sigma Facilitator

This training is presented by a person who has had more than 30 years experience in the Quality Management and Quality Improvement world, over 7 years experience with Six Sigma, and holds a Masters degree in Quality. He is a Senior Member of the American Society for Quality (ASQ), and a Member of the ASQ-Six Sigma Forum.

SIX SIGMA YELLOW BELT TRAINING (1 day) (YBSS)

COST per delegate: R 1 800-00 VAT Exclusive. = R 2 052-00 VAT Inclusive.

DATES (1 day) 9 May

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requisite: None

Target Audience

A Yellow Belt is a process operator, either in a manufacturing sense or an office (transactional) sense. The Yellow Belt is expected to participate in Six Sigma project teams when a Six Sigma project is concerned with a process within which the Yellow Belt operates.

Outcome

the Yellow Belt will:

- a. work with local Green Belt to identify and quantify opportunities for improvement within the locale;
- b. be required to work under the direction of a Black Belt or a Green Belt as a member of a larger Six Sigma project lead by the Black Belt;
- c. be required to participate in a smaller Six Sigma project under the direction of a Green Belt.

Training:

The training programme for candidate Yellow Belts takes the form of a one-day Six Sigma awareness seminar where the purpose of Six Sigma and the Six Sigma process (DMAIC) is explained. Detailed descriptions of the Six Sigma tools should be kept to a minimum.

Yellow Belts, when engaged with a Six Sigma project team, should receive 'on-the-job' training in the application of those Six Sigma tools that are appropriate to the project. This training should be given by Green or Black Belts who are running the project.

Contents

- Introduction to Six Sigma
- What is Six Sigma Quality
- Step 1 Define
- Step 2 Measure
- Step 3 Analyse
- Step 4 Improve
- Step 5 Control
- Step 6 Replicate Results

Certification and Certificates:

Successful Learners will receive a TIQMS certificate

SIX SIGMA GREEN BELT TRAINING (8 days) (GBSS)

COST per delegate: R 10 000-00 VAT Exclusive. = R 11 400-00 VAT Inclusive.

DATES (8 days) 5 days + 2 days tutorials + 1 day evaluation

21 – 25 May ; 25 June' 30 July and 3 September

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requisite: None

Target Audience

Any employee involved in continual improvement.
Technical staff, junior middle and top management

Outcome

The Green Belt is expected to deliver the agreed benefits of a Six Sigma project to the organisation. These improvement activities will often be within the Green Belt's usual field of employment and operation. In so doing, the Green Belt will:

- work with the local 'line management' to identify and quantify opportunities for improvement within the locale;
- be required to work under the direction of a Black Belt as a member of a larger Six Sigma project lead by the Black Belt;
- be required to lead a smaller Six Sigma project under the direction of a Black Belt.
- coach process operators (Yellow Belts) on process improvement methods and activities.

Contents The Process of Green Belt training is as follows:

- Introduction
- Project Team Charter
- DMAIC Control List
- DEFINE
- MEASURE
- Excel for SixSigma
- ANALYSE
- IMPROVE
- CONTROL
- Measurement Systems Analysis (MSA)
- Statistical Process Control (SPC)
- Control Plans

- SixSigma Report

Monday (Define)	Tuesday (Measure)	Wednesday (Analyse)	Thursday (Improve)	Friday (Control)
Project selection	Concept of variation	Capability analysis	Improvement – Alternative idea generation	Error proofing
DMAIC process	FMEA	Pareto analysis	“Should be” process map	Long term MSA plan
Identifying CTQCs	Types of data	Box plots	Conducting an FMEA	<i>p</i> charts
Process mapping	Data collection plans	Histograms	Pilot improvements	<i>u</i> charts
Refining project scope	Measurement System Analysis (MSA)	Scatter plots	Validate improvements	<i>X-bar & R</i> charts
Cause & effect matrices		Run charts		<i>X & R_{moving}</i> charts
				SOP's and training plans

Tutorials (2-days)

It is very difficult for delegates to run their projects in isolation. Not only is the facilitator available during the time of the project via e-mail and telephonically but it is also important that project milestones are achieved within a certain timeframe. The tutorials are designed for the delegates to share their progress and the difficulties encountered. They also gain further direction from the facilitator during these sessions.

Certification and Certificates:

Written evaluation to Green Belt requirements and Presentation of projects
Successful Learners will receive a TIQMS certificate

Your Six Sigma Facilitator

This training is lead by a person who has had more than 30 years experience in the Quality Management and Quality Improvement world, over 7 years experience with Six Sigma, and holds a Masters degree in Quality. He is a Senior Member of the American Society for Quality (ASQ), and a Member of the ASQ-Six Sigma Forum.

BLACK BELT TRAINING (20 days) (BBSS)

COST R 38 000-00 VAT Exclusive. = R 43 320-00 VAT Inclusive.

Also available as in-house

DATES TO BE ANNOUNCED

VENUE: TIQMS Conference Centre, Highveld, Centurion

In- House: Course price available on request

Pre-Requisite: Must have completed the Six Sigma Green belt

Target Audience

The Black Belt is expected to deliver the agreed benefits of a Six Sigma project to the organisation. In so doing, the Black Belt will:

- work with others in the organisation to identify and quantify opportunities for improvement within the organisation;
- lead improvement projects using the DMAIC methodology;
- organise multi-disciplinary teams (process organisation), where necessary, and manage improvement projects; and
- train and mentor Green Belts on DMAIC methodology and associated process improvement techniques.

Training:

A candidate Black Belt should either, have received training and been certified as a Green Belt or, have the equivalent level of experience and knowledge.

The recommended content of a Black Belt training programme is shown in the Table below. The candidate's knowledge will need to be confirmed by means of either a written or multiple-choice assessment. In addition to attending the training programme, each candidate Black Belt should complete at least two Six Sigma projects.

The projects provide the candidate Black Belt the opportunity to demonstrate their knowledge and ability to apply the Six Sigma tools.

Define	Measure	Analyse	Improve	Control
Cost of poor quality models; business metrics; benchmarking; project financials	Scales of measurement data types; definition of opportunities; interpreting variation.	Basic tools; hidden factories; short and long term capability; standardised Normal distribution; confidence intervals.	Full factorial Experiments	Mistake proofing.
Identification of waste; concept of value; opportunities; Six Sigma metrics; project selection.	Process variation; process FMEA.	Hypothesis testing; power and sample size calculations; distributions; ANOVA; multivari analysis.	Fractional factorial experiments	SPC for attribute data
Problem definition; identifying customers; process mapping; characteristic selection matrices; cause & effect diagrams	MSA for measurements; MSA for attributes	Linear regression & correlation; residual analysis; nonparametric hypothesis tests.	EVOP; multiple regression analysis.	SPC for measured data.
Team building; personality style profiling; project charter; project management; Gantt charts.	Sampling strategies; data collection tools; basic statistical tools; process performance; process capability.	Weibull analysis; 5-Why analysis.	Process robustness; response surface experiments; force field analysis.	Control plans; 5-S; TPM; process audits; success criteria.

TIQMS BOOKING FORM FOR SHORT COURSES -ALL FIELDS MUST BE FILLED IN COMPLETE THIS FORM TO BOOK ONTO A COURSE AND NOT FOR ENQUIRIES

Please fax to: 086 544 7916 or e-mail: info@tiqms.co.za

VENUE: TIQMS Conference Centre, Highveld Shopping Centre, Logan Avenue ,Highveld,

Course Name	
Course Date	
Course Cost	
INVOICE DETAILS	
Contact Person	
Company Name	
Postal Address	
City and Postal Code	
VAT Number	
Company Order Number- State clearly if not applicable	
Tel Number	
E-mail	
Payment Method(mark X)	Electronic <input type="checkbox"/> Transfer <input type="checkbox"/> Cheque <input type="checkbox"/> Cash <input type="checkbox"/>
AUTHORISATION This registration needs to be authorized on behalf of the stated company. I acknowledge that I have read and understood the terms & conditions.	Name: Designation: Signature: Date:
DELEGATE DETAILS	
Delegate Full Name and Surname (To be printed on certificate)	
Delegate ID Number	
Tel or Cell Number	
E-mail	
Dietary Requirements	
CERTIFICATE/RESULTS	
Person to be sent/posted to:	
E-mail address	
Tel Number	
Address if different from above	

TERMS AND CONDITIONS

Cancellations must be in writing and faxed or e-mailed.

Cancellation 7 - 10 days before start of Training programme : 50% of the fee

Cancellation 0 - 7 days before Training programme: 100% of fee

Should a delegate not attend a course without providing prior notification for cancellation then the full course fee will be payable. TIQMS reserves the right to cancel any course, but undertakes to inform all affected delegates as early as possible regarding such cancellations.

Cost include refreshment, lunch and all course materials