



**Training in Quality Management Systems**

Reg. No: 2002/098710/23

VAT Reg. No: 4680203835

# ***BROCHURE***

# ***2020/2***

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Centurion, Gauteng  
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info@tiqms.co.za*

*PO Box 66383 Highveld 0169*

Approved JHJ Stables

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## COMPANY PROFILE

TIQMS was originally established in 1987 and since March 2003 changed to TIQMS Training in Quality Management Systems CC. TIQMS offers products and services containing management methods to achieve business excellence. TIQMS offers both public and in-house training courses to suit each client's needs. TIQMS strives to offer value adding services to all our clients and therefore clients can contact us after attending courses for further advice.

TIQMS is client driven and strives to make training affordable. A small efficient team coordinates the activities of many associated specialists. Thus, the client receives prompt service specially focused on their needs.

TIQMS is well represented at some of the leading regulatory authorities and at recognised educational institutions. Since 1991, TIQMS members have been and are still serving on the National Technical Committee – SABS TC 176, on ISO/TC 176 for writing the QM Guidelines for Training (ISO 10015:1999), the Auditing Standard (ISO19011:2011) and QMS – Requirements (ISO 9001:2015), and various nationally based committees. The facilitators are therefore up to date with all the latest management standards and techniques.

## ACCREDITATION/ CERTIFICATION

### **BEE STATUS:**

TIQMS is an EME (Exempted Micro Enterprise) according to the Dti's definition.

ISO 9001:2015 Certified (March 2016), and ISO 9001 certified since 2004.

## CONTACT DETAILS

Administration office:	Tel	(012) 665 0088/9
	Fax	086 544 7916
	e-mail address:	<a href="mailto:info@tiqms.co.za">info@tiqms.co.za</a>
	Visit our web site at:	<a href="http://www.tiqms.co.za">http://www.tiqms.co.za</a>

Postal Address:	P O Box 66383 Highveld 0169
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Physical Address	Building 18 Cambridge Park No. 5 Bauhinia Street Highveld Technopark Centurion
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**GARMIN:** Gauteng, Centurion, Highveld Technopark, No. 5 Bauhinia Street, Building 18 Cambridge Park  
**GPS Co-ordinates:** 25°52'51.8"S 28°10'59.4"E

All Courses are available as in-house courses  
 Courses are held in Centurion unless otherwise stated  
 Lunch and refreshments are supplied on the courses  
 Travel and accommodation for Learners own account.  
 Contact us for a list of local guesthouses and of transport providers from the airport.

## REGISTRATION GENERAL INFORMATION

### REGISTRATIONS

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

Please state clearly if a PRO FORMA invoice is required.

### REGISTRATIONS, TAX INVOICE AND PURCHASE ORDERS

After receipt of a completed booking form AND the purchase order, a tax invoice and confirmation will be sent.

### CANCELLATIONS

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

Cancellation 8 - 10 days before start of Training programme: 50% of the fee

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

**Should a learner 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 learners as early as possible regarding such cancellations.**

### FEES

All course fees are charged per person and per course (this may be different for in-house courses). Course fees are indicated with and without VAT (Value Added Tax) to accommodate learners 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: 632005

A 10% discount will be given when 3 or more learners 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

Learners 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 learner for certification purposes.

Where examinations are required, the following rules will apply:

The pass mark for all courses, except the Lead Auditor course, is 50%. A certificate of achievement will be issued.

Should a learner fail an exam a re-write of the examination will be allowed within a 4-month period from the date of the initial examination at no charge.

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

**Successful learners will receive an electronic (pdf) copy of their certificate which they will be able to print.**

**Certificates will be e-mailed within 2 weeks of completion of training, provided all necessary requirements have been fulfilled and full payment has been received.**

## IN-HOUSE PRESENTATION OF COURSES

All courses can be presented in-house i.e. TIQMS facilitator(s) can be sent to present the training at your organisation. These training courses are customized to suit the client's organizational 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 or alternatively, proof of payment prior to commencement of the course must be submitted.

To facilitate professional services and efficient planning, a client is requested to provide notification of where the training will be presented one week prior to the agreed dates. The client or organisation will be responsible for providing a suitable training room with audio-visual equipment and all necessary training tools (including projectors, flip charts, etc.) as well as refreshments and lunch.

## **ISO 9001:2015 OVERVIEW (09)**

ISO 9001:2015 clause 7.3 requires that: -

*“The organisation shall ensure that persons doing work under the organisations control are aware of:*

- c) Their contribution to the effectiveness of the quality management system, including the benefits of improved performance;*
- d) The implications of not conforming with the quality management system requirements.”*

**COST per learner: R 2 521-74 VAT Exclusive = R 2 900-00 VAT Inclusive**

**DATES (1 day): TO BE ADVISED**

**VENUE:** TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street.  
Highveld Technopark, 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 9001:2015 requirements and applications

### **Outcome**

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

- Understand the importance of ISO 9001:2015 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**

- Introduction to ISO 9001:2015
- QM Principles and terminology
- Contextualising ISO 9001:2015
- **Explanation of the ISO 9001:2015 Clauses:**
  - Cl 4. Context of the organization
  - Cl 5. Leadership
  - Cl 6. Planning
  - Cl 7. Support
  - Cl 8. Operation
  - Cl 9. Performance and evaluation
  - Cl 10. Improvement

### **Certification and Certificates:**

Successful Learners will receive a TIQMS attendance certificate

### **Comments from Attendees**

Very informative, detailed presentation.  
The course has been an eye opener

## **Implementing a Quality Management System – ISO 9001:2015 (QMS)**

<b>COST per learner:</b>	<b>R 6 956-52 VAT Exclusive = R 8 000-00 VAT Inclusive</b>		
<b>DATES (4 days)</b>	<b>28 – 31 January</b>	<b>3 – 6 March</b>	<b>12 – 15 May</b>
	<b>14 – 17 July</b>	<b>15 – 18 September</b>	<b>10 – 13 November 2020</b>
<b>VENUE:</b>	TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street. Highveld Technopark, Centurion		
<b>In- House:</b>	<b>Course price available on request</b>		
<b>Pre-Requisite:</b>	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 learner will be able to:

- Describe the history of quality and quality management system standards
- Describe the importance of the international standards in quality
- Identify the requirements of the standard
- Interpret quality management standards.
- Understand and apply the ISO 9001:2015 standard as a management tool
- Implement the ISO 9001:2015 standard requirements
- Understand Quality Concepts, purpose and rationale for a QMS
- Develop certain documents required by the standard

### **Contents**

- Introduction to ISO QMS Standards and Guidelines
- Overview of the ISO 9000 Family
- 7 Quality Management Principles
- Terminology
- The ISO 9001:2015 Requirements
- Preparing the QMS & Process Management
- Documented Information
- 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

**100% attendance is required.**

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

### **Comments from Attendees**

Good training and knowledge of facilitator was amazing.

Interesting course and of a very high standard.

## **Internal Auditor ISO 9001:2015** **incorporating ISO 19011:2018 (IAUD9)**

**COST per learner:** R 5 478-26 VAT Exclusive = R 6 300-00 VAT Inclusive

**DATES (3 days)** 11 – 13 February 9 – 11 June  
25 – 27 August 24 – 26 November 2020

**VENUE:** TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street.  
Highveld Technopark, Centurion

**In- House:** Course price available on request

### **Pre-Requisite:**

Learners should have successfully completed the Implementing a Quality Management System course or the correspondence course on Quality Management Systems

### **Target Audience**

Individuals who are responsible for carrying out internal audits against the ISO 9001:2015 requirements

### **Outcome**

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

- Demonstrate knowledge of auditing quality management systems.
- Understand and apply the ISO 19011:2018 guidelines for auditing
- Prepare, plan, conduct and finalize audits
- Write audit reports

### **Contents**

- Introduction to quality auditing and ISO 19011:2018
- Clause 3 – Auditing Terms and definitions
- Clause 4 – Principles of auditing
- Process & Product Audits
- Clause 5 – Managing an audit program
- Clause 6 – Conducting an audit
- Clause 7 – Competence and evaluation of auditors
- Auditor evaluation matrices
- Examples of discipline-specific knowledge and skills of auditors
- Additional guidance for planning and conducting audits
- The process approach to auditing a QMS
- Examples of nonconformities
- ISO 9001:2015 Audit Checklist

### **Certification and Certificates:**

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

Successful Learners will receive a TIQMS certificate

**100% attendance is required.**

### **Comments from Attendees**

The course was very informative and helpful



## **Lead Auditor ISO 9001:2015** **incorporating ISO 19011:2018 and ISO 17021-1 (AUD9)**

**COST per learner:** R 11 478-26 VAT Exclusive = R 13 200-00 VAT Inclusive

**DATES (5 days)** 18 – 22 May 19 – 23 October 2020

**VENUE:** TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street.  
Highveld Technopark, Centurion

**In- House:** Course price available on request

### **Pre-Requisite:**

Learners must have successfully completed the ISO 9001:2015 QMS and/or ISO 9001:2015 Internal Auditor course.

### **Target Audience**

Individuals who are responsible for conducting internal and, or external (1<sup>st</sup> and 2<sup>nd</sup> party) audits against the requirements of the ISO 9001:2015 standard.

### **Outcome**

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

- Understand and apply the ISO 19011:2018 requirements for auditing
- Develop auditing material required to conduct a second party audit i.e. of suppliers
- Prepare, plan, conduct and finalize an audit
- Perform audits displaying appropriate auditor techniques and write audit reports

### **Contents**

Introduction to Auditing	Definitions
Audit Basics	Preparing for Audits
Group Work Audit Checklists and Questioning	Auditor Qualifications
System Documentation Review	Audit Practise
Communication	Group Work Audits Reports
Opening meeting simulation Group	Case Studies and Video interaction

### **Certification and Certificates:**

**100% attendance is required.**

Learners will write an exam on the last day of the Training programme. Pass Mark 60%

Part of the evaluation will be continuous evaluations on each Learner during the Course by the facilitator. Successful Learners will receive a TIQMS certificate.

### **Comments from Attendees**

Thank you! Another excellent training intervention by TIQMS.

## **Distance Learning QMS ISO 9001:2015 (QMSC)**

**COST per learner:** R 4 434-78 VAT Exclusive = R 5 100-00 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 learner will be able to:

- Understand and apply the ISO 9001:2015 standard as a management tool
- Identify the requirements of the standard
- Implement the ISO 9001 standard requirements
- Understand Quality Concepts, purpose and rationale for a QMS
- Develop certain documents required by the standard

### **Contents**

- Introduction to ISO QMS Standards and Guidelines
- Overview of the ISO 9000 Family
- 7 Quality Management Principles
- Terminology
- The ISO 9001:2015 Requirements
- Preparing the QMS & Process Management
- Documented Information
- The Role of the Certification process

### **Certification and Certificates:**

Learners will be required to complete 2 assignments during these 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

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

## **Risk Management – Distance Learning (RMC)**

### **Incorporating:**

**ISO 31000:2018 – RM – Principles and guidelines,  
ISO/TR 31004:2013 – RM- Guidance for the implementation of ISO 31000 and  
ISO 31010:2009 – RM – Risk assessment guidelines**

**COST per learner: R 4 434-78 VAT Exclusive = R 5 100-00 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**

- 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 learner 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:**

Learners will be required to complete 3 assignments during the six months period.

Learners are welcome to contact the Training Facilitator or make an appointment if experiencing difficulty.

Should all three 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

## **IATF 16949:2016 (IATF)**

<b>COST per learner:</b>	<b>R 5 043-48 VAT Exclusive = R 5 800-00 VAT Inclusive</b>
<b>DATES (2 days)</b>	<b>18 – 19 February      3 – 4 August      17 – 18 November 2020</b>
<b>VENUE:</b>	<b>TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street. Highveld Technopark, Centurion</b>
<b>In- House:</b>	<b>Course price available on request</b>
<b>Pre-Requisite:</b>	<b>None</b>

### **The Facilitator:**

The Facilitator is a Certified ISO/TS 16949 and IATF 16949 Auditor who regularly audits automotive companies within South Africa on behalf of Certification Bodies.

### **Target Audience:**

This course is relevant for persons who have experience of ISO/TS 16949:2009 and, or IATF 16949:2016, as well as those who are new in the field with little or no experience.

### **Contents**

- Introduction
- New Terminology
- Clause Structure with IATF specifics:
  - CI 4: Context of the organization
  - CI 5: Leadership
  - CI 6: Planning
  - CI 7: Support
  - CI 8: Operation
  - CI 9: Performance and evaluation
  - CI 10: Improvement
- CB Transition Requirements (including impact of Edition 5 new rules)

### **Certification and Certificates:**

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

Successful Learners will receive a TIQMS certificate

**100% attendance is required.**

### **Comments from Attendees**

Excellent – course was very good and met my expectations.

My expectations were met and exceeded

Very informative

## **IATF 16949:2016 Internal Auditor(IATFIAUD)**

**COST per learner: R 5 478-26 VAT Exclusive = R 6 300-00 VAT Inclusive**

**DATES (2 days) 20 – 21 February 5 – 6 August 19 – 20 November 2020**

**VENUE:** TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street.  
Highveld Technopark, Centurion

**In- House: Course price available on request**

### **Pre-Requisite:**

- 1. Must have attended the 2-day IATF 16949:2016 course**
- 2. Learners must be competent in the use of the TS Tools (SPC; FMEA; PPAP; MSA)**

### **The Facilitator:**

The Facilitator is a Certified ISO/TS 16949 and IATF 16949 Auditor who regularly audits automotive companies within South Africa on behalf of Certification Bodies.

### **Target Audience**

Individuals who are responsible for conducting internal audits against the IATF 16949:2016 standard

### **Outcome**

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

- Understand and apply the ISO 19011:2018 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 19011:2018)

Exercises

### **Certification and Certificates**

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

Successful Learners will receive a TIQMS certificate

**100% attendance is required.**

### **Comments from Attendees**

Well-presented and very informative

Learned a lot and very insightful

Excellent course

## **Quality Tools Required by IATF 16949:2016** **(APQP, Control Plans, FMEA, PPAP, MSA) (TLS)**

<b>COST per learner:</b>	<b>R 6 956-52 VAT Exclusive = R 8 000-00 VAT Inclusive</b>
<b>DATES (4 days)</b>	<b>10 – 13 March                      1 – 4 September 2020</b>
<b>VENUE:</b>	<b>TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street. Highveld Technopark, Centurion</b>
<b>In- House:</b>	<b>Course price available on request</b>
<b>Pre-Requisite:</b>	<b>None</b>

### **Target Audience**

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

### **Outcome**

By the successful completion of this course the learner 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.
- 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**

- Basics of Quality Planning and APQP.
- The Advanced Product Quality Planning (APQP) Process 2<sup>nd</sup> Edition.
- Overview of the Production Part Approval Process (PPAP) 4<sup>th</sup> Edition.
- Control Plan methodology 2<sup>nd</sup> Edition. and Control Plan Development (Worked Example)
- Process Failure Mode & Effects Analysis (PFMEA) methodology 4<sup>th</sup> Edition and PFMEA Development
- Types of measurement system variation
- Why, how and when to 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).

Practical Team Work on one of your processes:

### **Certification and Certificates**

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

Successful Learners will receive a TIQMS certificate

100% attendance is required.

## **Statistical Process Control (SPC)**

**COST per learner:** R 4 869-57 VAT Exclusive = R 5 600-00 VAT Inclusive

**DATES (2 days)** 7 – 8 April 6 – 7 October 2020

**VENUE:** TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street.  
Highveld Technopark, Centurion

**In- House:** Course price available on request

### **Pre-Requisite:**

Basic Numeracy is required

### **Target Audience**

This course is applicable to all levels of employees.

### **Outcome**

By the successful completion of this course the learner 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**

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

Successful Learners will receive a TIQMS certificate

**100% attendance is required.**

### **Comments from Attendees**

Excellent course, it helped me in many ways, from now on I will be able to plot graphs 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!

## **ISO 14001:2015 – Standard Requirements** **Environmental Management Systems (EMS)**

**COST per learner:** R 4 869-57 VAT Exclusive = R 5 600-00 VAT Inclusive

**DATES (2 day)** 23 – 24 June 27 – 28 October 2020

**In- House:** Course price available on request

**VENUE:** TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street.  
Highveld Technopark, Centurion

**Pre-Requisite:** None

### **Target Audience**

This course is applicable to all levels of employees 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 learner will be able to:

- Understand the importance of ISO 14001:2015 as a management tool
- Design and implement a management system based on the standard ISO 14001:2015.

### **Contents**

ISO 14001:2015 Requirements

Cl 4. Context of the organization

Cl 5. Leadership

Cl 6. Planning

Cl 7. Support

Cl 8. Operation

Cl 9. Performance and evaluation

Cl 10. Improvement

ISO 14001:2015 Application

Case Studies and Exercises

### **Certification and Certificates**

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

Successful Learners will receive a TIQMS certificate

**100% attendance is required.**

### **Comments from Attendees**

Very interesting, especially the practical content.



## **ISO 14001:2015 – Internal Auditor (IAUD14)**

**COST per learner:** R 4 869-57 VAT Exclusive = R 5 600-00 VAT Inclusive

**DATES (2 day)** 25 – 26 June 29 – 30 October 2020

**In- House:** Course price available on request

**VENUE:** TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street.  
Highveld Technopark, Centurion

### **Pre-Requisite:**

Learners must have successfully completed the Requirements Course.

### **Target Audience**

Individuals who are responsible for doing internal audits against the ISO 14001:2015 standard

### **Outcome**

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

- Understand and apply the ISO 19011:2018 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**

- Eco Management and Audit Scheme
- Overview of Conducting an Audit
- Auditing Terminology
- Preparing for an Environmental Audit
- Preliminary Review of EMS Documentation
- Auditor Qualifications and Attributes
- Carrying out the Audit and System Audit Questions

### **Certification and Certificates**

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

Successful Learners will receive a TIQMS certificate

### **Comments from Attendees**

The content and manner in which this course was delivered and provided has added immense value to my understanding and implementation of ISO 14001. Very informative and well-presented course. Course facilitator knowledge and course excellent.

The course was interesting and very practical.

## **SixSigma Yellow Belt Training (YBSS)**

**COST per learner:** R 2 521-74 VAT Exclusive = R 2 900-00 VAT Inclusive

**DATES (1 day)** TO BE ADVISED

**In- House:** Course price available on request

**VENUE:** TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street.  
Highveld Technopark, Centurion

**Pre-Requisite:** None

### **Target Audience**

A Yellow Belt is a process operator, either in a manufacturing sense or an office (transactional) sense, or a member of the management team. 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:

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

Training:

The course for Yellow Belts takes the form of a one-day Six Sigma awareness course where the purpose of Six Sigma and the Six Sigma process (DMAIC) is explained. Detailed descriptions of the Six Sigma tools are kept to a minimum.

### **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:**

Learners will receive a TIQMS certificate

## **SixSigma Green Belt Training (8 days) (GBSS)**

<b>COST per learner:</b>	<b>R 17 391-30 VAT Exclusive = R 20 000-00 VAT Inclusive</b>
<b>DATES (8 days)</b>	<b>5 days + 2-days tutorials + 1-day evaluation</b>
<b>Course 1:</b>	<b>17 – 21 August; 14 September; 12 October and 9 November 2020</b>
<b>VENUE:</b>	TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street, Highveld Technopark, Centurion
<b>In- House:</b>	<b>Course price available on request</b>
<b>Pre-Requisite:</b>	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 lead a smaller Six Sigma project.
- coach process operators (Yellow Belts) on process improvement methods and activities.
- complete a SixSigma project with evidence of cost savings.

### **Contents**

The Process of Green Belt training is as follows:

- Introduction
- Project Team Charter
- DMAIC Control List
- Tools and techniques to be used during the stages of:
  - DEFINE
  - MEASURE
  - ANALYSE
  - IMPROVE
  - CONTROL
- Measurement Systems Analysis (MSA) Overview
- Statistical Process Control (SPC)
- Control Plans
- Six Sigma Report Writing

Continued on next page ...

### **Tutorials (2-days)**

It is very difficult for learners 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 learners to share their progress and the difficulties encountered. They also gain further direction from the facilitator during these sessions.

### **Certification and Certificates:**

To be successful a learner will need to write a 1½ hour exam, present their project on MS PowerPoint (20 minutes) + 10 minutes for questions, submit a formal report on the project they completed, proving cost savings.

Successful Learners will receive a TIQMS certificate

### **Your Six Sigma Facilitator**

This training is led by a person who has had more than 30 years' experience in the Quality Management and Quality Improvement world, over 10 years' experience with Six Sigma, and holds a Master's degree in Quality.

### **Further Information:**

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.

This course has led to many organisations adopting the Six Sigma process and we have been assisting them on an in-house basis, developing competent Six Sigma "Green Belts".

This course is in line with guidance given in the following two ISO Standards:

ISO 13053-1:2011 **Quantitative methods in process improvement — Six Sigma — Part 1: The DMAIC methodology**, and

ISO 13053-2:2011 **Quantitative methods in process improvement — Six Sigma — Part 2: Tools and techniques**

## **Risk Management (RM)**

Incorporating:

**ISO 31000:2018 – RM – Principles and guidelines,  
ISO/TR 31004:2013 – RM- Guidance for the implementation of ISO 31000 and  
ISO 31010:2009 – RM – Risk assessment guidelines**

**COST per learner                      R 4 869-57 VAT Exclusive    =    R 5 600-00 VAT Inclusive**

**DATES (2 days)                      21 – 22 April                      29 – 30 September 2020**

**VENUE:**                                      TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street.  
Highveld Technopark, Centurion

**In- House:**                                      **Course price available on request**

**Pre-Requisite:**                                      **None**

### **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 learner 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.

## **ISO 45001:2018 Occupational Health and Safety Management Systems (OHSMS)**

**COST per learner**                      **R 4 869-57 VAT Exclusive = R 5 600-00 VAT Inclusive.**

**DATES (2 days)**                      **5 – 6 May                      13 – 14 October 2020**

**VENUE:**                                      **TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street.  
Highveld Technopark, Centurion**

**In- House:**                                **Course price available on request**

**Pre-Requisite:**                          **None**

### **Target Audience**

Any organization, regardless of its size, type and activities that wants to:

- Establish, implement and maintain an OH&S management system to improve occupational health and safety, eliminate or minimize OH&S risks (including system deficiencies), take advantage of OH&S opportunities, and address OH&S management system nonconformities associated with its activities
- Continually improve its OH&S performance and the achievement of its OH&S objectives
- Assure itself of conformity with its OH&S policy
- Demonstrate conformity with the requirements of the standard

### **Outcome**

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

- Develop and maintain a management system based on ISO 45001:2018.

### **Contents**

- Introduction to Occupational Health and Safety (OHS)
- Introduction to ISO 45001:2018
- ISO 45001:2018 Requirements
  - Cl 4. Context of the organization
  - Cl 5. Leadership and worker participation
  - Cl 6. Planning
  - Cl 7. Support
  - Cl 8. Operation
  - Cl 9. Performance evaluation
  - Cl 10. Improvement
- Challenges of seeking certification/registration of a OH&S management system by an external organization
- Overview of Integrating Management Systems (ISO 45001:2018 with the HLS, ISO 9001:2015, ISO 14001:2015)

### **Certification and Certificates**

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

Successful Learners will receive a TIQMS certificate

## **Implementing an Integrated Management System** **ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 (IMS)**

**COST per learner**                      **R 5 739-13 VAT Exclusive = R 6 600-00 VAT Inclusive**

**DATES (3 days)**                        **2 – 4 June 2020**

**VENUE:**                                **TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street.  
Highveld Technopark, Centurion**

**In- House:**                            **Course price available on request**

### **Pre-Requisite:**

**A knowledge and/or background of working with at least one of the three Standards**  
**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 occupational health & safety (OH&S) 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 9001:2015 (quality), ISO 14001:2015 (environmental), and ISO 45001:2018 (OH&S)
- Design a plan to integrate elements of their environmental, quality, occupational 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.

### **Contents**

- Guidance on how to integrate the three management systems
- Identify and understand those requirements ‘common’ to ISO 9001:2015 (quality), ISO 14001:2015 (environmental), and ISO 45001:2018 (OH&S)
- Techniques to identify and assess quality, environmental and occupational health & safety issues and determine their significance to your organisation
- A methodology to assess the effectiveness of the integrated management system.
- Development of ISO 9001:2015 (quality), ISO 14001:2015 (environmental) and ISO 45001:2018 (OH&S) Standards
- Integrated Management System Documentation format and Structure
- Preparing for ISO 9001:2015 (quality), ISO 14001:2015 (environmental) and ISO 45001:2018 (OH&S) 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

## Root Cause Analysis (RCA)

**COST per learner**                      **R 4 869-57 VAT Exclusive = R 5 600-00 VAT Inclusive.**

**DATES (2 days)**                      **21 – 22 July 2020**

**VENUE:**                                      **TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street.  
Highveld Technopark, Centurion**

**In- House:**                                **Course price available on request**

### **Contents**

#### Evaluating the need for RCA (Identifying the problem and establishing the project)

- Criteria for problem description (Problem and mission statements)
- Identifying Critical To Quality (CTQ) Characteristics
- Process management and Flow diagrams
- Cause & Effect diagrams (Fishbone/Ishikawa diagrams)

#### Measuring the problem

- Developing operational definitions
- Measure the symptoms
- Defining boundaries
- Data collection techniques
- Tools for testing theories
  - o Data sheets
  - o Histograms
  - o Scatter diagrams
- Quality Function Deployment
- Measurement System Analysis (MSA) overview
- Failure Mode Effects Analysis (FMEAs) overview

#### Analysing the problem

- Brainstorming
- Pareto analysis
- Histograms
- Scatter diagrams
- Run charts

#### Improvement techniques

- Evaluation of alternatives
- Design improvements
- Design for culture
- Prove effectiveness
- Implement improvements

### **Certificates**

Learners will receive a TIQMS attendance certificate



## **Procedure Writing and Documentation (PROC)**

<b>COST per learner</b>	<b>R 4 869-57 VAT Exclusive = R 5 600-00 VAT Inclusive</b>
<b>DATES (2 days)</b>	<b>In house or TIQMS can schedule a public course if required</b>
<b>VENUE:</b>	TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street. Highveld Technopark, Centurion
<b>In- House:</b>	<b>Course price available on request</b>
<b>Pre-Requisite:</b>	None

### **Target Audience**

This course is applicable to all levels of employment.

### **Outcome**

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

- Understand the purpose of documented procedures and documented information
- Use various tools and techniques for developing procedures

### **Contents**

- What is a QMS and understanding the requirements of ISO 9001:2015
- Benefits of a documented management system
- Processes and process mapping and creating a process map
- Alternatives to documented procedures
- Creating flowcharts

### **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.

## **Inspection (INSP)**

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

**COST :** Contact TIQMS for a formal quote

### **Outcome**

The following are the Training programme's outcome:

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

### **Contents**

- The need for Inspection/Verification
- How the inspection function evolved
- Inspection errors
- Inspection planning
- Who does inspection planning
- How the planning is done
- Written inspection procedures/instructions
- Principles for the compilation of procedures
- Types of inspection functions
  - material receiving inspection
  - 100% inspection
  - process inspection
  - patrol inspection
  - last-off inspection
  - final inspection

### **Certification:**

Learners will receive a TIQMS attendance certificate

## **Process Mapping for Quality Management Systems (PM)**

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

**COST : (per day) 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

### **Certification**

Learners will receive a TIQMS attendance certificate

## **ISO 10015:2005**

## **Quality Management – Guidelines for Training (GT)**

**DURATION (1 day) AVAILABLE AS AN IN-HOUSE COURSE**

**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 their own needs as well as **ISO 9001:2015 (clause 7.2), and/or IATF 16949:2016 - requirements, (clause 7.2 competency, awareness and training).**

### **Contents**

The Standard will be discussed and interpreted in a practical way so that the learner 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 attendance certificate

## **Global 8D Problem Solving Techniques (G8D)**

**DURATION (2 days)      ONLY AVAILABLE AS AN IN-HOUSE COURSE**

**COST :                      Contact TIQMS for a formal quote**

### **Outcome**

The primary outcome is to provide learners with the necessary systematic and practical information so that they can understand, describe and are able to participate in, the Global 8D problem-solving process.

### **Contents**

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

### **Certification**

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

## **ISO 9001:2015 Top Management Overview (AW9)**

**Overview of Managements Accountability and Responsibility in ISO 9001:2015**

**DURATION (approximately 3 hours) ONLY AVAILABLE AS AN IN-HOUSE COURSE**

**COST : Contact TIQMS for a formal quote**

### **Contents**

1. ISO MS (Management System) Standards as a profit Centre
2. Evolution of ISO 9001
3. The High Level Structure
4. Key terminology for the new ISO 9001:2015
5. The 7 Quality Management Principles
6. Discussion on key/new challenges in:
  - Cl 4 – Context of the Organisation
  - Cl 5 – Leadership
  - Cl 6 – Planning
  - Cl 7 – Support
  - Cl 8 – Operation
  - Cl 9 – Performance Evaluation
  - Cl 10 – Improvement
7. The Road ahead

## **ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 Top Management Overview (QAW)**

**Overview of Managements Accountability and Responsibility in ISO 9001:2015; ISO 14001:2015  
and ISO 45001:2018**

**DURATION (approximately 3 hours) ONLY AVAILABLE AS AN IN-HOUSE COURSE**

**COST : Contact TIQMS for a formal quote**

### **Contents**

1. ISO MS (Management System) Standards as a profit Centre
2. Evolution of ISO MS Standards
3. The High Level Structure
4. Key terminology for the new ISO MS Standards
5. Key Principles
6. Discussion on key/new challenges and differences between the three Standards in the new clauses
  - Cl 4 – Context of the Organisation
  - Cl 5 – Leadership
  - Cl 6 – Planning
  - Cl 7 – Support
  - Cl 8 – Operation
  - Cl 9 – Performance Evaluation
  - Cl 10 – Improvement
7. The Road ahead

## TIQMS REGISTRATION FORM FOR SHORT COURSES

**Please fax to: 086 544 7916 or e-mail: [info@tiqms.co.za](mailto:info@tiqms.co.za)**

REGISTRATION INSTRUCTIONS	
1. Complete each section fully. This is an official booking form. 2. Copy of learners ID document must be sent with this form. 3. Valid purchase order must be sent with this form. Where a company requires a purchase order for payment – no invoice will be issued without the purchase order. 4. Payment must be received 7 working days before start of course. 5. All public courses will be held at TIQMS Building 18 Cambridge Park. No. 5 Bauhinia Street., Highveld, Centurion. 6. All certificates will be e-mailed. 7. Cancellation 0 - 7 working days before the course: 100% of fee will be payable. 8. Should a learner not arrive on the first day: 100% of fee will be payable. 9. TIQMS reserves the right to cancel any course, but undertakes to inform all affected learners as early as possible regarding such cancellations.	
COURSE DETAILS	
Course Name.	
Course Date.	
Course Cost.	
INVOICE DETAILS	
Contact Person.	
Company Name.	
Postal Address.	
City and Postal Code.	
VAT Number.	
Company Order Number - <b>State clearly if not applicable.</b>	
E – Mail.	
Tel Number.	
LEARNER DETAILS	
Learner Full Name and Surname.	
Learner ID Number.	
Tel or Cell Number.	
E-mail.	
CERTIFICATE/RESULTS	
<b>Please supply the following if the certificates and results must be sent to another person than the learner.            100% attendance is required.</b>	
E-mail address for certificate.	
E-mail address for results.	
AUTHORISATION	
1. <b>This registration needs to be authorized on behalf of the stated company or individual.</b> 2. <b>I understand that this registration form is an official booking onto the course and not just an enquiry.</b> 3. <b>I acknowledge that I have read and understood the terms &amp; conditions and cancellation policy.</b> 4. <b>ID document and purchase order is attached.</b>	
Name:	
Designation:	Tel:
Signature:	Date: