



**Training in Quality Management Systems**

Reg. No: 2002/098710/23

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# **BROCHURE**

# **2023/2**

## **CONTACT DETAILS**

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## **OUR COURSES ARE AVAILABLE AS FOLLOWS:**

Due to the current scenario, we changed our presentation format to accommodate the changing environment.

We now present our courses in a variety of formats:

### **Public contact courses:**

Public courses will be presented as usual at TSA Business Park, Highveld Technopark, Centurion.

Delegates will be evaluated by written examination.

Successful delegates will receive an electronic certificate.

### **Online Virtual courses**

Many of our courses can be presented online to your company via MS Teams.

The advantage here is that companies save on travelling and accommodation cost for the Facilitator.

Delegates will receive the course materials electronically before start of course and will be evaluated through the submission of an assignment.

Successful delegates will receive an electronic certificate.

### **Contact in-house courses**

These courses are presented in-house at your premises by our Facilitator.

The company will be responsible for travelling and accommodation of the Facilitator, if applicable, as well as suitable training facilities.

Delegates will be evaluated by written examination.

Successful delegates will receive an electronic certificate.

### **Distance Learning / Correspondence courses**

Delegates will receive full course materials in electronic format and will have to complete the course in the prescribed time by submitting assignments.

Successful delegates will receive an electronic certificate.



## REGISTRATIONS

The registration/booking form is attached at the back of this brochure and should be e-mailed to [info@tiqms.co.za](mailto:info@tiqms.co.za). Please state clearly if a PRO FORMA invoice is required.

After receipt of a completed booking form AND the purchase order if applicable, 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.**

## PAYMENT

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

Payment can be done via electronic transfer or cash.

**Proof of payment must be e-mailed to [info@tiqms.co.za](mailto: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

## TRAVEL AND ACCOMMODATION

Learners are responsible for their own travel and accommodation arrangements. Contact us for a list of local guesthouses and of transport providers from the airport.

## 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.

## CERTIFICATION

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

**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.

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

### **COST QUOTED IS PER PERSON**

**Public contact course:** R 6 956-52 VAT Exclusive = R 8 000-00 VAT Inclusive

**Distance Learning course:** R 5 217-39 VAT Exclusive = R 6 000-00 VAT Inclusive  
(4 months to complete)

**Dates public course (4 days):** 24 – 27 January    28 – 31 March    23 – 26 May  
8 – 11 August    8 – 11 November

**Venue:** TIQMS TSA Business Centre. Bauhinia Street.  
Highveld Technopark, Centurion

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

**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:

- 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:**

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

Distance Learning delegates has to submit 2 assignments

Successful Learners will receive an electronic TIQMS certificate

100% attendance is required for public course

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

**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.”*

**For this reason, we have designed an Overview, Awareness for Management and an Awareness for Personnel course (PTO)**

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

**This course is available via Contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

**Duration: 1 Day**

**Public contact course: R 1739-15 VAT Exclusive = R 2 000-00 VAT Inclusive**

**Dates public course (1 day): 4 April 12 September**

**Venue: TIQMS TSA Business Centre. Bauhinia Street.  
Highveld Technopark, Centurion**

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

**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:**
  - 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

### **Certification and Certificates:**

Successful Learners will receive a TIQMS electronic attendance certificate  
100% attendance is required for public course



## **ISO 9001:2015 Awareness for Top Management (AW9M)**

**This course is available via Contact In-House or Virtual In-House (MS Teams)**

**Contact us for a formal quote.**

**Duration: (approximately 4 hours)**

### **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 challenges in:
  - CI 4 – Context of the Organisation
  - CI 5 – Leadership
    - 5.1 Leadership and commitment
    - 5.1.2 Customer focus
    - 5.2 Quality Policy
    - 5.3 Organizational Roles, Responsibilities and Authorities
  - CI 6 – Planning
    - 6.1 Action to address risks and opportunities
    - 6.2 Quality objectives and planning to achieve them
    - 6.3 Planning of changes
  - CI 7 – Support
  - CI 8 – Operation
  - CI 9 – Performance Evaluation
  - CI 10 – Improvement
7. The Road ahead

## **ISO 9001:2015 Awareness for Personnel (AW9)**

**This course is available via Contact In-House or Virtual In-House (MS Teams)**

**Contact us for a formal quote.**

**Duration: (approximately 4 hours)**

### **Contents**

1. The 7 Quality Management Principles
2. Discussion on key challenges in:
  - CI 4 – Context of the Organisation
  - CI 5 – Leadership
  - CI 6 – Planning
  - CI 7 – Support
    - 7.1 Resources – people, infrastructure, environment for the operation of processes, monitoring and measuring resources, organisational knowledge
    - 7.2 Competence
    - 7.3 Awareness
    - 7.4 Communication
    - 7.5 Documented information
  - CI 8 – Operation
    - 8.5 Production and service provision
      - 8.5.1 Control of production and service provision
      - 8.5.2 Identification and traceability
      - 8.5.3 Property belonging to customers or external providers
      - 8.5.4 Preservation
    - 8.6 Release of products and services
    - 8.7 Control of non- conforming process outputs
  - CI 9 – Performance Evaluation
  - CI 10 – Improvement

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

### **COST QUOTED IS PER PERSON**

<b>Public contact course:</b>	<b>R 5 478-26 VAT Exclusive</b>	<b>=</b>	<b>R 6 300-00 VAT Inclusive</b>
<b>Distance Learning course: (4 months to complete)</b>	<b>R 4 347-83 VAT Exclusive</b>	<b>=</b>	<b>R 5 000-00 VAT Inclusive</b>
<b>Dates public course (3 days)</b>	<b>15 – 17 February</b>		<b>17 – 19 May</b>
	<b>16 – 18 August</b>		<b>22 – 24 November</b>
<b>Venue:</b>	<b>TIQMS TSA Business Centre. Bauhinia Street. Highveld Technopark, Centurion</b>		

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

### **Pre-Requisite:**

Learners should have successfully completed the Implementing a Quality Management System course

### **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

### **Certification and Certificates:**

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

Distance Learning delegates has to submit 3 assignments

Successful Learners will receive an electronic TIQMS certificate

100% attendance is required for public course

## **Lead Auditor ISO 9001:2015** **incorporating ISO 19011:2018 (AUD9)**

### **COST QUOTED IS PER PERSON**

**Public contact course: R 11 478-26 VAT Exclusive = R 13 200-00 VAT Inclusive**

**Dates (5 days) 5 – 9 June 2 – 6 October**

**Venue: TIQMS TSA Business Centre. Bauhinia Street.  
Highveld Technopark, Centurion**

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

### **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 an electronic TIQMS certificate.

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

### **COST QUOTED IS PER PERSON**

**Public contact course: R 5 217-39 VAT Exclusive = R 6 000-00 VAT Inclusive**

**Dates (2 days) 21 – 22 February 25 – 26 July 17 – 18 October**

**Venue: TIQMS TSA Business Centre. Bauhinia Street.  
Highveld Technopark, Centurion**

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

**Pre-Requisite: None**

### **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:**

Public course Formative Assessment Questionnaire on the last day. Pass mark is 50%.  
Successful Learners will receive an electronic TIQMS certificate  
100% attendance is required for public course

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

### **COST QUOTED IS PER PERSON**

**Public contact course: R 5 652-17 VAT Exclusive = R 6 500-00 VAT Inclusive**

**Dates (2 days) 23 – 24 February 27 – 28 July 19 – 20 October**

**Venue: TIQMS TSA Business Centre. Bauhinia Street.  
Highveld Technopark, Centurion**

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

### **Pre-Requisite:**

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

### **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**

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

Successful Learners will receive an electronic TIQMS certificate

100% attendance is required for public course

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

### **COST QUOTED IS PER PERSON**

**Public contact course: R 6 956-52 VAT Exclusive = R 8 000-00 VAT Inclusive**

**Dates (4 days) 7 – 10 February 4 – 7 July 14 – 17 November**

**Venue: TIQMS TSA Business Centre. Bauhinia Street.  
Highveld Technopark, Centurion**

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

**Pre-Requisite:** None

### **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 1<sup>st</sup> Edition AIAG/VDA 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 QUOTED IS PER PERSON**

**Public contact course: R 4 869-57 VAT Exclusive = R 5 600-00 VAT Inclusive**

**Distance Learning course: R 3 913-04 VAT Exclusive = R 4 500-00 VAT Inclusive  
(4 months to complete)**

**Dates public course (2 days) 7 – 8 March 24 – 25 October**

**Venue: TIQMS TSA Business Centre. Bauhinia Street.  
Highveld Technopark, Centurion**

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

### **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**

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

Distance Learning delegates has to submit 2 assignments

Successful Learners will receive an electronic TIQMS certificate

100% attendance is required for public course

## **AIAG/VDA FMEA (2019) Transition**

(Which supersedes AIAG 4th Edition FMEA and VDA “Product and Process FMEA” Volume 4)

**This course is available via Contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

**Duration: 2 Days**

**Public contact course: R 4 869-57 VAT Exclusive = R 5 600-00 VAT Inclusive**

**Dates public course (4 days): 9 – 10 March 28 – 29 September**

**Venue: TIQMS TSA Business Centre. Bauhinia Street.  
Highveld Technopark, Centurion**

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

**Pre-Requisite: None**

### **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:

- Create FMEAs to meet the common foundation across the sectors in the automotive industry
- Follow the 7-Step Approach for creating FMEAs
- Understand Monitoring & System Response in context of the FMEAs
- Understand means for the analysis of diagnostic detection and fault mitigation during customer operation for the purpose of maintaining a safe state or state of regulatory compliance.

### **Contents**

- Changes & Benefits
- Introduction - FMEA Handbook
- Implementation Plan - Transition to the New AIAG & VDA
- PFMEA Development / Worked Example AIAG & VDA PFMEA
- Practical Team Assignment - PFMEA on a chosen process:
- Develop a Structure Tree & Process Flow Diagram
- Identify Special Characteristics for Product and Process
- Develop the Control Plan
- The Process FMEA Steps are:
  - 1<sup>st</sup> Step: Planning and Preparation
  - 2<sup>nd</sup> Step: Structure Analysis
  - 3<sup>rd</sup> Step: Function Analysis
  - 4<sup>th</sup> Step: Failure Analysis
  - 5<sup>th</sup> Step: Risk Analysis
  - 6<sup>th</sup> Step: Optimization
  - 7<sup>th</sup> Step: Results Documentation

### **Certification and Certificates:**

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

Distance Learning delegates has to submit 2 assignments

Successful Learners will receive an electronic TIQMS certificate

100% attendance is required for public course



## **ISO 27001 – Information Security Management Systems (ISMS)**

### **COST QUOTED IS PER PERSON**

**Public contact course: R 4 869-57 VAT Exclusive = R 5 600-00 VAT Inclusive**

**Distance Learning course: R 3 913-04 VAT Exclusive = R 4 500-00 VAT Inclusive  
(4 months to complete)**

**Dates public course (2 days) 29 – 30 May 26 - 27 October**

**Venue: TIQMS TSA Business Centre. Bauhinia Street.  
Highveld Technopark, Centurion**

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

**Pre-Requisite:** None.

### **Target Audience**

Quality management system managers &/or management representatives  
IT managers/ IT specialists responsible for the Information Security of the organization they work for.

### **Outcome**

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

- To introduce the QMS Managers/ management representatives to the requirements of ISO 27001:2013
- To compare the requirements of ISO 9001:2015 and the requirements of ISO 27001:2013 so that an ISMS can be created and integrated with the organizations' management system.
- To discuss the "control objectives and controls" related to the ISMS
- To discuss how ISO 31000:2018 Risk management system can aid with the ISMS

### **Contents**

- Introduction – what is an ISMS
- ISMS Terminology
- ISMS family of Standards
- Helicopter view of ISO 27001:2013 & ISO 9001:2015 clauses
- Clause contents of ISO 27001:2013 compared to ISO 9001:2015:
  - 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
- Control objectives and controls for ISMS
- Principles of Risk Management (from ISO 31000:2018)

**NOTE:** Delegates should make arrangements with their organization to bring copies of ISO 27001:2013 and ISO 27002:2013 with them. Loan copies will be available to attending delegates during the course.

### **Certification and Certificates:**

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

Distance Learning delegates has to submit 2 assignments

Successful Learners will receive an electronic TIQMS certificate

100% attendance is required for public course

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

### **COST QUOTED IS PER PERSON**

**Public contact course: R 4 869-57 VAT Exclusive = R 5 600-00 VAT Inclusive**

**Distance Learning course: R 3 913-04 VAT Exclusive = R 4 500-00 VAT Inclusive**  
**(4 months to complete)**

**Dates public course (2 days) 18 – 19 April 5 – 6 September**

**Venue: TIQMS TSA Business Centre. Bauhinia Street.**  
**Highveld Technopark, Centurion**

**This course is also available via contact In-House or Virtual In-House (MS Teams)**  
**Contact us for a formal quote.**

**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

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

ISO 14001:2015 Application

Case Studies and Exercises

### **Certification and Certificates:**

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

Distance Learning delegates has to submit 2 assignments

Successful Learners will receive an electronic TIQMS certificate

100% attendance is required for public course

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

### **COST QUOTED IS PER PERSON**

**Public contact course: R 4 869-57 VAT Exclusive = R 5 600-00 VAT Inclusive**

**Distance Learning course: R 3 913-04 VAT Exclusive = R 4 500-00 VAT Inclusive  
(4 months to complete)**

**Dates public course (2 days) 20 – 21 April 7 – 8 September**

**Venue: TIQMS TSA Business Centre. Bauhinia Street.  
Highveld Technopark, Centurion**

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

### **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:**

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

Distance Learning delegates has to submit 2 assignments

Successful Learners will receive an electronic TIQMS certificate

100% attendance is required for public course

## **Six Sigma Yellow Belt Training (YBSS)**

**This course is available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

**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 an electronic TIQMS certificate  
100% attendance is required

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

**COST QUOTED IS PER PERSON**

**Public contact course: R 17 391-30 VAT Exclusive = R 20 000-00 VAT Inclusive**

**Distance Learning course: R 10 434-78 VAT Exclusive = R 12 000 VAT Inclusive  
(6months to complete)**

**Dates public course (8 days): 26 – 30 June + 3 days TBA**

**5-days + 2-days tutorials + 1-day evaluation**

**Venue: TIQMS TSA Business Centre. Bauhinia Street.  
Highveld Technopark, Centurion**

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

**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 organisation.
- 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

Continued on next page ...

- 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

### **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.

### **Distance Learning delegates has to submit a written report and has to present their project via MS Teams**

Successful Learners will receive an electronic TIQMS certificate  
100% attendance is required for public course

### **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.

Most 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 **Quantitative methods in process improvement — Six Sigma — Part 1: The DMAIC methodology**, and

ISO 13053-2 **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 QUOTED IS PER PERSON**

**Public contact course: R 4 869-57 VAT Exclusive = R 5 600-00 VAT Inclusive**

**Distance Learning course: R 3 913-04 VAT Exclusive = R 4 500-00 VAT Inclusive**  
**(4 months to complete)**

**Dates public course (2 days) 20 – 21 July**

**Venue: TIQMS TSA Business Centre. Bauhinia Street.**  
**Highveld Technopark, Centurion**

**This course is also available via contact In-House or Virtual In-House (MS Teams)**  
**Contact us for a formal quote.**

**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**

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

Distance Learning delegates has to submit 3 assignments

Successful Learners will receive an electronic TIQMS certificate

100% attendance is required for public course

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

### **COST QUOTED IS PER PERSON**

**Public contact course: R 4 869-57 VAT Exclusive = R 5 600-00 VAT Inclusive**

**Distance Learning course: R 3 913-04 VAT Exclusive = R 4 500-00 VAT Inclusive  
(4 months to complete)**

**Dates public course (2 days) 9 – 10 May 22 – 23 August**

**Venue: TIQMS TSA Business Centre. Bauhinia Street.  
Highveld Technopark, Centurion**

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

**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)
- 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

### **Certification and Certificates**

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

Distance Learning delegates has to submit 3 assignments

Successful Learners will receive an electronic TIQMS certificate

100% attendance is required for public course



## **ISO 45001:2018 OHSMS Internal Auditor (45IAUD)**

### **COST QUOTED IS PER PERSON**

**Public contact course: R 4 869-57 VAT Exclusive = R 5 600-00 VAT Inclusive**

**Distance Learning course: R 3 913-04 VAT Exclusive = R 4 500-00 VAT Inclusive  
(4 months to complete)**

**Dates public course (2 days) 11 – 12 May 24 – 25 August**

**Venue: TIQMS TSA Business Centre. Bauhinia Street.  
Highveld Technopark, Centurion**

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

### **Pre-Requisite:**

Learners must have completed the ISO 45001:2018 OHSMS Requirements Course

### **Target Audience**

Individuals who are involved in Internal Audits in relationship with the ISO 45001:2018 Occupational Health and Safety Management Systems. Personnel who are responsible for the OH&SMS. Managers who are on the receiving end of OH&S Audits

### **Outcome**

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

- Understand and apply the ISO 19011:2018 guidelines for auditing.
- Develop auditing material required to conduct an internal audit.
- Prepare and plan for an internal audit.
- Perform audits displaying appropriate auditor techniques and write audit reports.

### **Contents**

- Overview of the ISO 19011:2018 guidance
  - Auditing Terminology
  - The Audit Process
  - Planning and Preparing
  - Prepare Work Documents
  - Conduct Audit to collect Evidence
  - Criteria and Evidence Requirement
  - Finalise the Audit
  - Prepare Audit Report
- Corrective Actions
- Conduct Audit Review
- Communication Processes for OH&SMS Auditors
- Competence and Evaluation of Auditors

### **Certification and Certificates**

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

Distance Learning delegates has to submit 6 assignments

Successful Learners will receive an electronic TIQMS certificate

100% attendance is required for public course

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

### **COST QUOTED IS PER PERSON**

**Public contact course: R 5 739-13 VAT Exclusive = R 6 600-00 VAT Inclusive**

**Dates (3 days) 21 – 23 June**

**Venue: TIQMS TSA Business Centre. Bauhinia Street.  
Highveld Technopark, Centurion**

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

### **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**

Public course Formative Assessment Questionnaire on the last day. Pass mark is 50%.  
Successful Learners will receive an electronic TIQMS certificate  
100% attendance is required for public course

## **Root Cause Analysis (RCA)**

### **COST QUOTED IS PER PERSON**

**Public contact course: R 4 869-57 VAT Exclusive = R 5 600-00 VAT Inclusive**

**Distance Learning course: R 3 913-04 VAT Exclusive = R 4 500-00 VAT Inclusive  
(4 months to complete)**

**Dates public course (2 days) 13 – 14 June 2 – 3 November**

**Venue: TIQMS TSA Business Centre. Bauhinia Street.  
Highveld Technopark, Centurion**

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us for a formal quote.**

### **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

**Certification and Certificates** - Successful Learners will receive an electronic TIQMS certificate  
Public course Formative Assessment Questionnaire on the last day. Pass mark is 50%.  
Distance Learning delegates has to submit 1 assignment  
100% attendance is required for public course

## **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 an electronic TIQMS certificate  
100% attendance is required

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

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

**Duration: (approximately 4 hours)**

**This course is also available via contact In-House or Virtual In-House (MS Teams)  
Contact us 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
  - CI 4 – Context of the Organisation
  - CI 5 – Leadership
  - CI 6 – Planning
  - CI 7 – Support
  - CI 8 – Operation
  - CI 9 – Performance Evaluation
  - CI 10 – Improvement
7. The Road ahead

**TIQMS REGISTRATION FORM FOR SHORT COURSES**  
 Please e-mail to [info@tiqms.co.za](mailto:info@tiqms.co.za)

<b>REGISTRATION INSTRUCTIONS</b>	
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 if required by the company 4. Payment must be received 7 working days before start of course. 5. All public courses will be held at TIQMS TSA Business Centre. Bauhinia Street., Highveld, Centurion. 6. Electronic 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.	
<b>COURSE DETAILS</b>	
Course Name.	
Course Date.	
Course Cost.	
<b>INVOICE DETAILS</b>	
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.	
<b>LEARNER DETAILS</b>	
Learner Full Name and Surname.	
Learner ID Number.	
Tel or Cell Number.	
E-mail.	
<b>CERTIFICATE/RESULTS</b>	
<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.	
<b>AUTHORISATION</b>	
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>  <b>Name:</b>  <b>Designation:</b> _____ <b>Tel:</b> _____  <b>Signature:</b> _____ <b>Date:</b> _____	