



▶ FIND OUT ABOUT OUR RANGE OF IRCA ACCREDITED TRAINING COURSES FOR ISO 9000 AND 14001 2 to 4



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○ ISSUE 12 | Spring 2011 ○



Training *options*

MEETING YOUR TRAINING NEEDS THROUGH EXPERTISE, SKILL AND EXPERIENCE

TMS Insight has over thirty years experience in meeting the training needs of the UK economy. We are proud to be a market leader in innovation, learning and improvement.

Helping you achieve your business goals

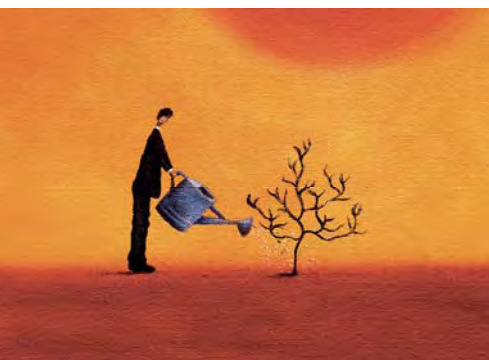
TMS Insight has an unrivalled range of training courses which are externally licensed and regulated, as well as those designed and developed by TMS Insight. Increasingly our customers take our courses in-house as part of their own organisational development programme.

We are leaders in our market sector based on the skills, knowledge and versatility of our trainers and our training materials.

Training courses run by TMS Insight are not a break from the office: they are designed to be challenging, enjoyable and an excellent knowledge transfer experience.

We help you build your business by giving your team the knowledge and practical application experience to make an immediate impact on your success.

Call 01543 404620 to discuss your needs or email sales@tmsinsight.co.uk



TRAINING WATCH

The future of internal auditing is moving closer and closer to an integrated approach pulling together the QMS standard 9001, the environmental standard 14001 and OHSAS 18001. An integrated audit approach not only saves time and money but promotes a total quality culture in the organisation. We are developing new Lead Auditor and Auditor Transition courses to up skill existing auditors in new work areas. Contact us on 01543 404620 or email sales@tmsinsight.co.uk for further details.



ISO 9001:2008 series Internal Quality Auditing IRCA Certified: A17169

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

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

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

Internal Quality Auditor Training

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

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

Duration:

2 Days

Target Audience:

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

Prerequisites:

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

The Course Objectives

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

- How to plan, conduct, report and follow up on an internal audit.
- How to use ISO 9001:2008 Standard to **Design** and **Audit** a Quality Management System (QMS) which has the flexibility to accommodate all the aspects of an **Integrated** Management System (IMS).
- How to guide, manage and audit the transition from traditional proceduralised management systems to an advanced and integrated management system which is more effective, business focused and reduces procedural bureaucracy.
- How to conduct, report and audit using process auditing techniques.
- How to use the techniques of effective auditing and the structure of ISO 9004 to unlock the improvement potential in your business.
- How to incorporate into your audit an evaluation of performance trends associated with key business success measures.

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

**SMARTER
LEARNING**

Experience & Knowledge
Application & Improvement



ISO 9001:2008 series Lead Auditor IRCA Certified: A17042

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

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

The course also features a range of scenarios that an Auditor / Lead Auditor will experience and helps them to understand how to interpret these situations in an auditing environment. The scenarios are drawn from 'real-life' situations and are designed to challenge the delegates concepts of quality and interpretation of the ISO9000 series.

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

Duration: 5 Days

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

Prerequisites: Some knowledge of the ISO9001:2008 series is required. To support this, a short pre-course task is issued to delegates, the results of which form a humorous introduction to the courses first activity.



The Course Objectives

By the end of the course, a participant will;

- Have experienced each stage of the planning, preparation, conducting and reporting of a first, second or third party audit.
- Understand how to deploy and manage a team of auditors.
- Have experienced a range of scenarios designed to expand their knowledge and interpretation of the ISO9000 series and how to assess diverse applications of management systems.
- The ability to assess and evaluate disparate examples of auditing situations and to interpret their impact on compliance with the relevant parts of ISO9001:2008.
- Have experienced all stages of conducting and reporting a live audit.
- Have undertaken 'Live' opening and closing meetings with host company representatives.
- Have a complete evidence portfolio of a live audit.



Call 01543 404620
for more information

Or e-mail
sales@tmsinsight.co.uk



ISO 14001 managing your impact on the environment

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

ISO 14001 and EMAS: an introduction 1day

The course is designed to ensure that you and your organisation have professional and competent staff who understand how to manage the impact on the environment.

This course will give you're a thorough knowledge of environmental management systems and the 14001 standard.. The course looks at identified environmental aspects, public reporting requirements and legislation in order to manage your impact on the environment

The Course Objectives

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

- The structure ISO 14001 & EMAS
- The threat to the environment
- The legislative framework in the UK
- How to identify environmental aspects and impacts
- The benefits to the organisation of 14001 an EMAS
- Actions to prevent pollution and environmental harm

Target Audience:

All those whose work impacts on the environment

Prerequisites:

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

ISO 14001 Internal EMS Auditing IRCA Certified A17406 2 Days

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

The Course Objectives

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

- How to plan, conduct, report and follow up on an environmental audit.
- How to use ISO 14001 Standard to **Design** and **Audit** an Environmental Management System (EMS) which has the flexibility to accommodate all the aspects of an **Integrated** Management System (IMS).
- How to conduct, report and audit using advanced process auditing techniques.
- How to use the techniques of effective auditing and the structure of ISO 14001 protect and enhance you organisation through effective environmental management.
- How to incorporate into your audit an evaluation of performance trends associated with key business success measures.

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



ISO 18001 managing Health and Safety

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

ISO OHSAS 18001 1 Day Awareness

Intended for all personnel who require a basic understanding of Health and Safety OHSAS 18001 management systems and its use to manage risk. Participants will gain a basic knowledge of the requirements of OHSAS 18001 and to effectively participate in the implementation and auditing of an Occupational Health and Safety (OHS) Management System

Course Objectives:

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

- Assemble a team for implementing an OHSAS system.
- Undertake a gap analysis
- Develop a health and safety policy
- Define responsibilities
- Product a register of regulations
- Identify and assess health and safety risks
- Define objectives and targets.

ISO OHSAS 18001 Internal Auditor 2 Day

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

Course Objectives:

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

- Describe the purpose of an OH&S management system
- Explain the scope of OH&S management system standards and, where applicable, other criteria
- Describe the principles, processes and techniques used for the assessment of risk and the significance of these in OH&S management systems
- Interpret the requirements of OH&S management systems standards in the context of an audit
- Effectively plan, conduct and report an internal audit of an organisation's management and operation in accordance with the requirements of relevant OH&S audit criteria
- Undertake audit follow-up activities including evaluating the effectiveness of corrective and preventive action.

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ISO 27001:2005 Information management and security

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

ISO 27001:2005 an overview 1 day

In this practical and interactive one day course you will learn about the structure and requirements of the standard and how they address business risk. The course focuses on the steps you should be taking to protect the operation of your information systems and to ensure they are compliant with your legal responsibilities.

In the course you will learn about;

- Security policy
- Organisation of information security
- Asset management
- Human resources security
- Physical and environmental security
- Communications and operations management
- Access control
- Information systems acquisition, development and maintenance
- Information security incident management
- Business continuity management
- Compliance

Target Audience:

All staff handle information and data and they have to understand their key role in managing this business risk.

Prerequisites:

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

ISO 27001:2005 Internal Auditor 2 days

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

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

- Audit principles and best practice
- Developing and managing an audit schedule
- Preparing for an audit
- Conducting the audit and effective fieldwork
- Audit reporting
- Reporting audit outcomes
- Audit follow up and close out

Target Audience:

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

Prerequisites:

Participants should have an understanding of the ISO 27001:2005 standard and we recommend that the one day introduction should be completed first.

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for more information
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sales@tmsinsight.co.uk

Integrated Management Systems (IMS)

Internal Auditing: 3 Days

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

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

Course Content

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



ISO TS 16949 Automotive Engineering

Internal Audit Training: 3 Days

For many years, internal audit has been a key quality management system activity; however, the approach required by ISO/TS 16949 is different from the traditional methodology. Hence, even those personnel who are experienced in carrying out quality audits will need to acquire new knowledge and skills for the 'Automotive Process Approach'. This course includes participant assessment and a formal written test.

Course objectives:

By the end of the course, a participant will:

- Be aware of the key requirements of ISO/TS 16949.
- Understand the link with ISO9001:2008 Understand the general principles of quality auditing, and the extended auditing requirements of ISO/TS 16949.
- Be aware of Customer Specific Requirements.

Have the ability to:

- Follow a process flow.
- Evaluate the effectiveness of a process.
- Identify the potential for continual improvement.
- Prepare for, carry out, report on, and close-out, internal audits in accordance with the Automotive Process Approach.

Target audience:

Personnel from all organisational functions, who will be involved in the implementation and ongoing auditing of the ISO/TS 16949 quality system.

Prerequisites:

Previous quality auditing experience helpful, but not essential.

Core supporting tools and best practice



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

Advanced Product Quality Planning (APQP) 1 Day

This is a methodology which includes the need for a multidisciplinary approach, and a clear understanding of customer specific requirements. A key aim of this process is to ensure that customer requirements are completely satisfied, in a timely manner, and within budget.

Course objectives:

By the end of the course, a participant will understand:

- A model for successfully introducing new products and processes.
- How a variety of key tools and techniques are positioned within this model.
- How the activities and inputs of a variety of organisational functions contribute to the APQP process.

Target audience:

Managers, engineers, and other personnel representing those functions, who are involved with the introduction of new products, and contribute to the APQP process. Also, those personnel who need to understand the principles and terminology in order to communicate effectively with customers.

Prerequisites:

Awareness of the core tools and techniques is helpful.

Failure Mode and Effects Analysis (FMEA) 1 Day

FMEA is a tool which assists a multi-disciplinary team to evaluate the potential failure modes associated with a product, process, or machine/tooling, and to implement improvement actions where deemed necessary.

Course objectives:

By the end of the course, a participant will understand:

- The role of FMEA in new product introduction, and continual improvement.
- How to carry out an FMEA*.
- How costly product failures and process problems can be reduced.
- How other tools and techniques complement FMEA.
- Control plan methodology.

Target audience:

Managers, engineers, and other personnel representing those functions, who are involved in the introduction of new products and processes, and contribute to FMEA activities. Also, those personnel who need to understand the principles and terminology in order to communicate effectively with customers.

Prerequisites:

None.

* Please note, each course will focus either on Design FMEA or Process FMEA as required. Please check before booking.

Production Part Approval Process (PPAP) 1 Day

PPAP is a key activity in the process of introducing new products. It is at this stage that the supplier is required to demonstrate that they are able to fully satisfy the customer's needs, by producing a PPAP submission, often supported by relevant data and samples.

Course objectives:

By the end of the course, a participant will:

- Understand the role of Production Part Approval in the product realisation process.
- Understand how the activities and inputs of a variety of organisational functions contribute to the PPAP submission.
- Be familiar with the content of a typical PPAP submission.
- Be aware of the core tools and techniques involved in PPAP.

Target audience:

Managers, engineers, and other personnel representing those functions, who are involved with the introduction of new products, and contribute to the PPAP submission. Also, those personnel who need to understand the principles and terminology in order to communicate effectively with customers.

Prerequisites:

Awareness of the core tools and techniques is helpful.

Core supporting tools and best practice



Statistical Process Control (SPC) Foundation Level 2 Days

This course explains the basic concepts of SPC, and illustrates why it is a key tool for controlling and improving a process.

Course objectives:

By the end of the course, a participant will understand:

- The limitations of using inspection and test methods to control a process.
- Common and special causes of variation.
- How to set-up, use, and maintain a control chart.
- Process performance and capability.
- How SPC can help with understanding the sources of variation, which affect a process.

Target audience:

Managers, engineers, technicians, and process personnel who are involved with setting-up and/or using control charts and capability indices. Also, those personnel who need to understand the principles and terminology in order to communicate effectively with customers.

Prerequisites:

Basic maths skills and a modest level of technical ability.

Statistical Process Control (SPC) Advanced Method 2 Days

There are many process situations which, in the context of SPC, present problems, or even appear to be unsuitable for the application of SPC. This course will enhance the existing knowledge and skills of personnel, and enable them to extend the application of SPC methods.

Course objectives:

By the end of the course, a participant will understand:

- Control charts applicable to a variety of special processing situations.
- Additional methods for the evaluation of process capability.

Target audience:

Managers, engineers, technicians, and process personnel who are involved with setting-up and/or using control charts and capability indices.

Prerequisites:

Foundation level SPC knowledge.

Structured Problem Solving (Global 8D) 2 Days

This course comprises a comprehensive programme of problem-solving/continuous improvement tools and techniques, presented in a manufacturing context.

Course objectives: By the end of the course, a participant will understand:

- A structured process for problem-solving and continuous improvement i.e. Global 8D.
- A variety of tools and techniques.
- Key team working skills.

Target audience:

Those personnel who lead, or are involved with, problem-solving and continuous improvement activities. Also, those personnel who need to understand the principles and terminology in order to communicate effectively with customers.

Prerequisites:

Basic maths skills and a modest level of technical ability.

Measurement System Analysis (MSA) 2 Days

MSA involves the use of statistical procedures to evaluate the variation in a measurement or evaluation system. The key focus is on meeting customer needs. The measurement systems used to evaluate the performance of a process, and to determine the conformity of product must be reliable, otherwise there is potential for defective product to be inadvertently shipped to the customer in the belief that it conforms to specification.

Course objectives:

By the end of the course, a participant will understand:

- The nature of measurement errors.
- How measurement error can affect decision-making regarding process and product characteristics.
- A variety of methods for evaluating a measurement system.
- How to interpret and act on, the study results.

Target audience:

Managers, engineers, and technicians who are involved in evaluating, using, and maintaining measurement systems.

Prerequisites:

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



Six Sigma Green and Black Belt Programme

“Six Sigma 2000 will be the biggest, the most personally Rewarding and, in the end, the most profitable undertaking in our history.”

Jack F Welch Chairman and Chief Executive Officer - General Electric Company

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

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

Green Belt Programme Modules 1 - 8

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

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

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

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

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

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

Black Belt Programme Modules 9 - 20

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

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

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

Prerequisites: Completion of Green Belt training.





Why companies choose TMS Insight



We have a well earned reputation for first class training and customer service. Our team will deal with your enquiries and bookings in a 'one stop shop approach' to customer service. We can shape our training for in house delivery and negotiate a value for money price on the open market rates.

Our trainers are hand picked, experienced professionals who consistently score top marks on course delivery and for added value we can arrange a one to one chat with a trainer to discuss your needs.

"A Down to Earth, plain English course that put everything in perspective and gave me the confidence to plan and conduct audits."

Julie Parton, AI Products

"The Course significantly improved my knowledge of how to conduct audits as well as assisting me with our transition to the new ISO Standard. Many thanks for an excellent 2 days."

Clive Hawley, Technical Manager – Metaref

"TMS were flexible enough to meet our training needs, both in the variety of topics offered and the range of abilities catered for. From the Green Belt training carried out to date on site, it has been estimated that just over £368,000 savings have been made."

Stephanie Owens, Business Improvement. Alenia Marconi Systems

"A very well put together and presented course, tutor very good. I would have no hesitation in recommending him and the course to others".

John Curtis, Syfer Technology

*"Good content delivered by a knowledgeable trainer"
"Impressive depth of knowledge, well paced, good atmosphere"
"Great notes, lots of examples, will be able to save money for the Company now!"
"Good use of practical tools relating to real life situations in the workplace"*

H J Heinz Six Sigma Team

"The Live Audit was an excellent opportunity to put theory into practice" Anne Rutledge, Linde-Gas

"The Live Audit is extremely value adding" Colin Brady, BP Baku

"Well presented, very informative and practical. Working through standards at a good pace" A Mead-Wynne, Wolverhampton Homes

"Comprehensive and thorough" Andrew Wynn, Anixter Fasteners

"Very good and enjoyable course with an excellent balance to the tasks and workload from practical and theoretical involvement. The Live Audit on day 4 was a BIG plus point and exposed you to real situations" Kaarlo Sugrue, Assa Abloy UK

"Have learned so much from so low a base because of the building block approach taken. Really valued the course and Live Audit as part of the learning experience". Cassie Shaw, Forensic Science

Delegates from Lead Auditor courses

Some of our satisfied customers

DCAE RAF Cosford

RAF Stafford

ABRO Donnington

Staffordshire Fire & Rescue

Forensic Science Service

Lambeth Borough Council

Wolverhampton City Council

London Borough of Richmond upon Thames

Surrey Probation

Sussex Probation

Kent Probation

Hampshire Probation

Assa Abloy UK Ltd

Air Products PLC

Anixter Fasteners

BAE Systems

HS Marston Aerospace Ltd

Turner Powertrain Systems

H J Heinz

Pataks Food Limited

Carillion—URS

Linpac Automotive

Caterpillar Group

Trelleborg Automotive

Stadco Group

Siemens VDO Automotive

Bromford Housing Group

Severn Vale Housing Society

Severnside Housing

Rolls Royce PLC

Hellmann Worldwide Logistics

Doosan Babcock Energy



Training *options*

Helping you achieve
your business goals

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Cannock
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back the registration form to

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