

ISO 14001:2004 AWARENESS COURSE 1-DAY TRAINING WORKSHOP

Objective: The workshop is designed to make participants:
Become familiar with the Environmental Management System (EMS) standards and their application

- Learn how these systems and standards can help achieve goals
- Examine the broad trends in EMS standardization
- Assess how they stand against leading edge companies in the field
- Benchmark themselves against best practice in environmental management
- Learn how their business can benefit from a competitive strategy based on environmental management systems standards.

ISO 14001:2004 LEAD AUDITOR COURSE 5-DAYS IMEA / IRCA TRAINING

Objective: This course aims to provide the essential skills associated with successful environmental audits and to provide full knowledge with which an auditor will be able to develop practical understanding of environmental issues, principles and practices to evaluate the system.

- Identify appropriate environmental issues and demonstrate environmental awareness
- Identify appropriate environmental aspects and legislations
- Understand the purpose of, and identify, suitable methods for environmental aspects identification and emergency preparedness
- Interpret the requirements of ISO 14001 in the context of an audit
- Plan and conduct an audit in accordance with ISO 19011
- Report the results of an audit, including writing valid, factual and value-added nonconformity reports
- Undertake audit follow-up activities, including the evaluation of the effectiveness of corrective action.

ISO 14001:2000 INTERNAL AUDIT TRAINING 2-DAYS WORKSHOP

Objective: Internal Auditor Training Course for ISO 14001:2004 Environmental Management System is designed to provide requisite knowledge and skills to the participants to plan, conduct and report audit in accordance with ISO 19011:2002 standard. This training of internal auditors focuses on teaching participants an effective approach for auditing environmental management system requirements including environmental legislations.

INTEGRATED MANAGEMENT SYSTEM 2-DAYS AWARENESS WORKSHOP

Integrated Management System (IMS) offers a dynamic approach to organizations seeking to provide Quality products or services to their customers while fulfilling their social responsibilities and obligations towards their employees and community by protecting Health & Safety and Environments.

This course, conducted in a workshop style, is designed to provide an in-depth understanding of how the requirements of quality, safety and environment standards can be integrated and managed together; how documents can be combined and the system can be implemented using a common approach.

IMS INTERNAL AUDIT COURSE 3-DAYS TRAINING WORKSHOP

The Integrated Management System (IMS) is based on ISO 9001:2008, OHSAS 18001:2007 and ISO 14001:2004. Internal audits form essential requirement of all three standards.

This course will enable participants to do internal audit planning & scheduling, execution and report writing effectively. It will also help in better management of internal audits and their effective use for improvement of company processes.

ROLE OF TOP MANAGEMENT 1/2-DAY AWARENESS TRAINING PROGRAM

The objective of this course is to help senior management to understand and assimilate ISO 9001 requirements in general and those related to management responsibility specifically. This seminar aims at providing explanation of the requirements for effective implementation of the system which benefits the organization internally and externally.

BECOMING AN EFFECTIVE MANAGEMENT REPRESENTATIVE 2-DAYS INTERACTIVE TRAINING

Role of Management Representative is critical for the development, implementation and continual improvement of a Quality Management System. The position of Management Representative is also considered as a knowledge support for whole organization, therefore Management Representative should be equipped with necessary knowledge and tools of quality management including understanding of ISO 9001:2008 standard.

This interactive in-house training is designed to provide knowledge and skills necessary for becoming an effective Management Representative in accordance with ISO 9001:2008 standard. This training will create understanding of the relevant requirements of a quality system given in ISO 9001:2008 standards in detail and as well as other requirements in general.

The training provides interpretation of the concepts given in ISO 9001:2008 standard as well explanation of its' various clauses with examples.

The course contents will cover;

- Role of Management Representative
- Interpretation of ISO 9001:2008
- Writing Quality Policy and objectives
- Quality Management System Planning
- Effective management of System documents
- Documents and records Control
- Developing and implementing tools for measurement and monitoring of the processes
- Data analysis and presentations
- Continual Improvement processes
- Planning and conducting effective Management Review meetings.
- Internal audits planning, control & follow up
- Planning and managing external audits

QUALITY SYSTEM AWARENESS

1-DAY WORKSHOP

Organizations establish structured Quality Management Systems to improve their business performance. A quality system cover all aspects an organization and seeks to achieve greater customer satisfaction. ISO 9001:2008 standard, published by ISO (International Organization for Standardization) a Geneva-based organization, defines requirements for a quality management system.

This workshop style training is designed to provide and develop understanding of quality system concepts. This training will also create basic understanding of the requirements of a quality system given in ISO 9001:2008 standard.

It course contents will cover;

- Quality Concepts and vocabulary given in ISO 9000:2005
- ISO and ISO standards
- Eight Quality System Principles
- P.D.C.A concept
- Process approach concept and its' use
- Documentation requirements
- ISO 9001:2008 structure
- Requirements (clauses) of ISO 9001
- Exercises

ISO 9001:2008 DOCUMENTATION

2-DAYS WORKSHOP

The key to creating a dynamic quality system lies in properly understanding the requirements of the ISO 9001:2008 standard and designing a documentation system which is suitable for the needs of an organization. The documentation system, in any form and medium, requires proper identification of needs at different tiers of an organization for documents as well their control.

This course, spread over two-days, is designed to give a thorough understanding of the standard requirements for documentation and hands-on training in designing, writing and control of documents.

This Workshop style course will cover:

- Detailed interpretation of ISO 9001:2008 standard clauses related to documentation requirements.
- Documents Control
- Records Control
- Process Mapping
- Writing Quality System Procedures.
- Standard Operating Procedures / Work Instruction / Quality Plans
- Writing quality system manual
- Dealing with Obsolete documents
- Control of external origin documents
- Documents management within the organization
- Electronic documents and their control

ISO 9001:2008 INTERNAL AUDIT 2-DAYS WORKSHOP

This course is designed to provide necessary training and competency to conduct internal quality audits in accordance with the requirements of ISO 9001:2008 standard. The course is based on the auditing requirements of ISO 19011:2002 standard. Conducted in a workshop style, the course consists of lectures, case studies and role play.

Internal Quality Auditing is a mandatory requirement in ISO 9001:2008 standard. This course should enable participants to do internal audit planning & scheduling, execution and report writing. It will also help in better management of internal audits and their effective use for improvement of company processes.

Course Contents: Main topics covered in the course include;

- Study and understanding of ISO 9001:2008 requirements
- Definitions and Concepts as per the latest standard
- ISO 19011:2002 Guidelines for Auditing
- Auditing principles; Auditor's Attributes and Responsibilities
- Types, Classification and Approaches of Audits
- Audit Planning and scheduling
- Audit Execution and Reporting
- Case Studies and Exercises
- Auditors Qualification and Registration.

ISO 9001:2008 AUDITOR / LEAD AUDITOR COURSE 5-DAYS TRAINING WORKSHOP

Many independently conducted surveys show the biggest question confronting organizations certified to ISO 9001:2008 standard is effective implementation and maintenance of the quality system. The problem is attributed largely to one single factor - lack of expertise available within

the organizations to implement the system in an effective manner at the line management or working level. The solution to this problem lies in training and creating a professional core within the organizations which can properly implement and audit the quality system periodically.

With this objective in view, Vinçotte International Middle East provides training services to help implement in organizations a dynamic quality management system by creating a talent pools of quality practitioners. In collaboration with OTS Training Services Texas Houston, a comprehensive 5-days Quality Lead auditor training course is conducted for the organizations seeking to improve their quality performance. This course is approved by UK based IRCA and IATCA, and meet criteria IRCA/2245 & IATCA/17252.

Course Value: This ISO 9001:2008 Quality Auditor / Lead Auditor training course is an internationally recognized training fulfilling the training requirement and criteria for registration as a quality system auditor. The certificates are issued by OTS Training Services Houston Texas USA. The course is designed to create proper understanding of the system requirements and auditing within an organization. This leads to better understanding of, and creates value for, the business processes and their compliance with ISO 9001:2008 standard.

Contents: The course syllabus is approved by IRCA UK. This is designed to impart an in-depth and professional level knowledge of the concepts related to quality system and its' auditing. These include briefly;

- Quality concepts and their application to organizational needs
- Understanding ISO 9001:2008 standard and principles of quality
- Functional processes, measurement and improvement
- Quality system documentation and its' control
- Quality system auditing & assessment process - ISO 19011:2002
- Audit planning and implementation
- Methods and techniques of performing quality audits
- Writing Non-Conformances and Corrective Action Request
- Reporting audit results and writing Audit Report
- Improvement processes and implementation actions
- IRCA Registration Scheme for Auditors
- ISO 9000 Certification: Product Liability and Product Safety Issues
- Exercises, Case Studies and Workshops

SA 8000 AWARENESS WORKSHOP

To ensure that the workers are fairly treated and that the players in the supply chain retain their social responsibilities, Social Accountability International has initiated a compliance standard called SA 8000. The companies can establish, implement and manage a management system complying to the requirements of SA 8000 to demonstrate their commitment to social responsibility.

Objective: - The one day workshop is designed to provide understanding of the requirement of the standard and how it can be implemented and integrated into other management systems.

SA 8000 INTERNAL AUDITOR COURSE

Objective: - The two day workshop is designed on the lines of similar IRCA recognized courses to provide conventional internal auditor training so that the delegates can participate in the internal audit of the SA 8000 management system.

OHSAS 18001:2007

1-DAY AWARENESS WORKSHOP

Objective: The aim of this one-day awareness training workshop is to create understanding of concepts related to industrial safety and a management system which promotes preventive culture of safety.

Course Contents: Main topics covered in the course include;

- Safety Concepts
- General Industrial hazards
- Safety Issues in Industry; Construction, Chemical, Metal etc.
- Identification Hazards an assessment of Risk
- Safety Management System: OHSAS 18001 Requirements
- Safety Inspections
- Safety Audits
- HSE Plan; What it should contain and how to prepare
- Short Exercises

OHSAS 18001:2007 INTERNAL AUDIT TRAINING

2-DAYS WORKSHOP

OHSAS 18001:2007 is a widely used and accepted standard as a framework for establishing the Safety Management System in the industries and businesses. As one of the essential requirements of this system, the safety standard requires periodic internal auditing of the system to ensure it remains suitable and effective to the needs of the organization.

Objective: Internal Auditor Training Course for OHSAS 18001:2007 Safety Management System is designed to provide requisite knowledge and skills to the participants to plan, conduct and report audit in accordance with ISO 19011:2002 standard. This training for OHSAS 18001:2007 Internal auditors focuses on teaching participants an effective approach for auditing occupational health and safety (OH&S) management systems.

7-STEPS TO PROBLEM SOLVING

2-DAYS AWARENESS WORKSHOP

Context: Businesses face complex and multi-dimensional problems which require structured approach to find solutions. The 7- steps problem solving process follows

Shewhart's Plan, Do, Check, and Act model. It is important to note that problem solving efforts often do not proceed in the serial fashion implied by the phrase "steps to problem solving", hence there is a strong need that managers and quality professional know which tool or tools can be used in different situations. The 7-step problem solving process ensures that three basic elements of effective problem solving; data, use divergent and convergent thinking are used while tackling management and technical problems. Effective problem solving requires teams and individuals to rely on hard facts rather than 'expert opinion'. This workshop teaches the quality tools, and more importantly, when to use a tool or tools for problem solving. These will include Histograms, Stratification, Scatter Diagrams, Check Sheets, Pareto Charts and Cause & Effect Diagrams.

Objectives of the Workshop:

- Explain the importance of breakthrough thinking
- Understand and apply the 7- steps problem solving process
- Construct and use the quality tools

Type of Problems:

This process and tools may be deployed while trying to solve any problem; e.g.

- Responding to a performance measure that is falling short
- Expense account over plan
- Scrap problem on particular machine
- Lack capacity on particular operation
- Reports not in on-time
- Meeting not productive

Cost of Quality

2-Days Awareness Training Workshop

Context: Beginning in the 1950 – 1960's, various forces converged to urge companies to evaluate quality costs. These forces included

- the growth of quality costs due to increase in product complexity which demanded higher precision, greater reliability, etc.
- the increase in long life products with resulting high costs due to field failures, maintenance, spare parts, etc. (the costs of keeping such products often exceeded the original purchase price)
- the need for quality specialists to express their findings and recommendations in the language of upper management – money.

What has emerged is a concept of defining and measuring quality cost and then using the resulting figures for two different but interrelated purposes, viz.

- to provide a new scorecard for controlling costs

- to identify opportunities for reducing quality costs. Here the emphasis is not on meeting some historical standard but on improving the standard.

Recent surveys have indicated that average quality costs in manufacturing range from 20 to 40% of the turnover of the company. The costs in service industries have been shown to be around 40 to 50% of the cost of operations. The opportunities for cost reduction are huge. Quality impacts both top and bottom lines of the company.

Taguchi's Loss Function Concept allows us to understand cost implications of variability. It defines quality from an economic viewpoint as 'on target with minimum variation'.

A quality cost system requires a high level of definition so that costs can be attacked appropriately, too little detail may obscure the actions required for maximum benefit. To be weighed against this is the additional effort and complexity engendered by operating a system of quality costing that is all embracing. The principle rule to apply is to keep the system as simple as possible whilst fully satisfying the organization's requirements.

Workshop on Design Failure Mode and Effects Analysis

Context

FMEA is an analytical technique used to ensure that potential problems in product design or process have been considered and addressed. Ideally, a Design FMEA should be carried out in the early stages of design and a process FMEA should be carried out before tooling or manufacturing equipment is purchased. FMEA can also be applied to non-production areas. FMEA tools are widely used by Fortune 500 companies and finds particularly wider use in automobile (e.g. Ford, GM and Chrysler) and engineering industries.

Objectives

The two - day workshop will allow the participants to understand first hand the process of FMEAs. It shall allow them to understand the objectives, benefits and limitations of FMEAs.

POKA YOKE

2-DAYS AWARENESS TRAINING PROGRAM

Context: The concept of Poka-Yoke is neither new nor peculiarly Japanese, despite its name. The term means fool-proofing or more literally mistake avoidance and has found many applications in industry. In Japan during the 1970's and 1980's it gained significance as a means of achieving zero defects. The use of fool-proofing methods can address the problem that no single defect will be produced or shipped. This does not remove the need or value of effective process control. Poka-Yoke attempts to prevent processing from taking place, so avoiding an error resulting in a defective product. Poka-

Yoke systems can be applied at three strategic points in the process viz cannot start, cannot release and cannot pass. Poka-Yoke control has two elements of device and signal. The use of Poka-Yoke should always be borne in mind when developing new processes, the most appropriate stage being when conducting an FMEA. To err is human, to prevent errors from becoming defective products is Poka-Yoke.

Objective: Knowledge of Poka-yoke techniques will enhance the ability of individual engineers, project groups or quality circles to provide a process capable of delivering zero defects.

QUALITY CIRCLES

2-DAYS AWARENESS TRAINING WORKSHOP

Context: A circle is team consisting of 4 to 8 people who meet regularly to identify and solve problems. The concept of Quality Circles originated in Japan after World War II. It was an outgrowth of massive training programs undertaken by the Japanese in early 1950's. This training started at the top of the companies and progressed down through the hierarchies, level by level, until it included the first line of supervision. Each trained manager had concluded "I can do a better job on quality if my subordinates are similarly trained in how to attain and improve quality." The success of quality Circles in Japan led many managers in the US to believe that they too can make them successful. Quality Circles were rechristened in US by various names like Small Group Activity etc. The groups/circles apart from having quality as a major consideration tried to improve internal efficiencies of the company by improving methods, productivity and /or reducing manufacturing costs. The circles need to be trained in basics of Quality Circles functioning and problem solving tools such as Check Sheets, Cause and Effect Diagrams, Pareto, Histogram, Stratification, Scatter Diagrams, Control Charts, Brainstorming, Flow Charts and 5 Why Analysis. They undertake out one or more improvement projects to learn how to apply the techniques and training. Quality Circles make periodic management presentations about their respective projects on a continuous basis.

Objective: - The two days workshop will allow the participants to understand the Quality Circle Concept. It shall allow them to learn History, Characteristics, Benefits, Requirements, Formation and Reasons for failure of Quality Circles. Participants will also learn how to apply problem solving tools at various steps of problem solving process in quality circles.

Quality Improvement Through Statistical Process Control

2-Days Workshop

Context: In order to achieve customer satisfaction it is imperative to achieve customer specifications with greater reliability and accuracy. This in turns demands improvement in process capability and reduction in variations which can offset the production or service processes.

The basic concept of studying variation and using statistical signals to improve performance can be applied to any area. Such areas can be on the shop floor or in the office. Some examples are machines (performance characteristics), book keeping (error rates), gross sales, waste analysis (scrap rates), computer systems (performance characteristics) and materials management (transit times). Until the processes, which generate the output become the focus of our efforts, the full power of these methods to improve quality, increase productivity and reduce cost cannot be realized.

Contents: The two days workshop shall cover some of the statistical methods for Quality Improvement such as:

- Check sheets
- Flow charts
- Pareto charts
- Cause and effect Diagrams
- Histograms
- Introduction to continual improvement and SPC
- Control charts for Variables
- Understanding process capability and process performance for variables data
- Control charts for attributes
- Process measurements Systems analysis

RELIABILITY

2-DAYS AWARENESS TRAINING PROGRAM

Context: With an increase in the technical complexity of products and the advent of global competition there has been a growing concern about product reliability. It is estimated that 70% of all problems in automotive industry are design related. The reliability and durability are the two most important dimensions out of the eight quality dimensions namely performance, conformance, features, aesthetics, reliability, durability, serviceability and perceived quality image of the company. Today, customers have been sensitized to a higher level of expectations and demand products that are highly reliable/ durable yet affordable. Therefore, there are three requirements for achieving a reliable product:

1. The design must have margin with respect to the stresses to which it will be subjected during manufacturing and actual field use
2. The manufacturing process must be stable and completely documented. Variations from the “ tried and true” must be considered experimental until proved
3. There must be an effective feedback and corrective action system, which can identify and resolve problems quickly, in engineering, manufacturing, and field.

Therefore, companies need to develop products and processes to consistently perform as intended in meeting the customer requirements during their useful life under the wide range of real world operating conditions.

Contents : This two day awareness program on Reliability shall cover the following topics:

- Why Reliability Engineering
- Definitions of Reliability, Maintainability and Availability
- Limitations of Reliability Concept
- Three Viewpoints on Reliability
- Reliability as a Metric
- Reliability Measure
- Reliability Cycle
- Analyze and Diagnose Reliability
- What is Failure
- Types of Failure
- Reliability and Cumulative Distribution
- Reliability Distributions
- Stress Strength Interference
- Bathtub Curve
- Hazard Rate
- Design for Reliability
- FTA/FMEA
- Reliability Modeling and testing
- Reliability Prediction

SIX SIGMA 2-DAYS AWARENESS WORKSHOP

Context: Six-Sigma is a business process that allows companies to improve both their top line and bottom-line by designing and monitoring their day to day activities in ways that minimize waste and resources while increasing customer satisfaction. Six Sigma was first developed at Motorola but since has been adopted by very many companies in the world, some notable amongst them are General Electric, Allied Signals, Sony, Honda and Samsung etc. Six Sigma is concerned with measuring processes and changes to processes. The Six Sigma methodology is based on DMAIC process (Define, Measure, Analyze, Improve and Control).

Objective: - this two days workshop will allow the participants to understand Six Sigma concepts and methodology.

Contents: Introduction, Background, Strategy, Key Concepts, Methodology, Why Six Sigma is Fascinating, Key Six Sigma players, What is different about Six Sigma, Cautions, phases involved in 6-sigma; define, measure, analyze, improve and control (DMAIC), how do we arrive at 6-sigma level, understanding ppm concept, six sigma and normal distribution, 6 sigma calculation work-sheet, process capability, break-through and deployment levels, Implementation Requirements etc.