

# Quality Management Seminars

## **Introduction to ISO 9001 – 2 days**

This seminar involves clause-by-clause training in the requirements of ISO 9001:2000. Participants will gain a thorough understanding of the requirements and how the standard adds value to the organization. ISO 9001: 2000 emphasizes performance in meeting customer requirements more than creating documents. Participants will also gain an understanding of the process approach, customer oriented processes, and an effective approach to process analysis.

## **Introduction to ISO/TS 16949 – 2 days**

This seminar will provide a clause-by-clause introduction to the automotive industry technical specification ISO/TS 16949. The course will also include discussion of additional International Automotive Task Force (IATF) documents. The supporting IATF documents are critical to understand how registrars will approach the auditing process. Participants will also gain an understanding of the process approach, customer oriented processes, and an effective approach to process analysis.

## **Internal Quality Auditor Training – 2 or 3 days**

This course focuses on developing the full set of auditor skills required. The course can be broken down into the following elements: Understanding the requirements of the standard being audited, planning effective audits, preparing for the audit, conducting the audit, evaluating audits results, reporting audit results, and audit follow-up. Participants will also gain an understanding of the process approach promoted by ISO 9001:2000 and ISO/TS 16949 and the impact this has on audit preparation and audit conduct.

## **Advanced Product Quality Planning and Production Part**

### **Approval Process – 1 day**

Advanced Product Quality Planning (APQP) is a structured method of defining the steps necessary to assure that a product satisfies the customer. The key outputs of the APQP process are 1) A robust design meeting customer requirements; 2) A manufacturing process capable of consistently meeting requirements; and 3) A control plan defining controls to assure quality during production. This course introduces participants to the Automotive Industry Action Group APQP manual and key steps in the quality planning process: Failure Modes and Effects Analysis (FMEA), Process Capability Analysis, and Measurement System Analysis. Participants will also become familiar with the AIAG Production Part Approval Process (PPAP) manual. The PPAP manual defines the mandatory APQP techniques for achieving customer approval to ship production parts. Active learning activities are used throughout the seminar to build participants' skills and knowledge.

### **Team Problem Solving – 1 day**

All organizations should identify and monitor their key business processes. Problem solving efforts should begin when the monitoring reveals that a process is performing poorly, yet many organizations fail to make significant improvements. The improvement process can lose effectiveness at any point of the process, especially during cause analysis. This seminar addresses the key problem solving disciplines: problem identification, team development, problem definition, containment actions, root cause analysis, verifying corrective action plans, implementing corrective

actions, preventing recurrence and follow-up. Active learning activities are used throughout the seminar to build participants' skills and knowledge.

### **Failure Mode and Effects Analysis – 1 day**

This course provides an introduction to Failures Mode and Effects Analysis (FMEA) based on the Automotive Industry Action Group *Potential Failure Mode and Effects Analysis* manual. FMEA is a technique intended to identify and evaluate the potential failure of a product design or process design and to determine actions that could eliminate or reduce the chance of the potential failure occurring. Learning how to conduct FMEAs will enable you to develop more reliable product designs and production processes. Active learning activities are used throughout the seminar to build participants' skills and knowledge.

### **Statistical Process Control – 1 day**

This course will provide participants with a clear understanding of the key statistical concepts that are the foundation of SPC. We will then work our way through the steps of planning, maintaining, and interpreting control charts. In the final portion of this course participants will learn to apply information gained from control charts to evaluate process capability. Participants will need a simple calculator for calculating averages and ranges. Active learning activities are used throughout the seminar to build participants' skills and knowledge.

### **Measurement Systems Analysis – 1 day**

Many companies use measurement and test equipment to make important decisions regarding the quality of their products and the adequacy of their processes. Yet they often have never determined that they are receiving high quality information from their measurement systems. Low quality measurement data may result in incorrect decisions. This course provides an introduction to Measurement Systems Analysis based on the Automotive Industry Action Group *Measurement Systems Analysis* manual. Participants will learn to analyze measurement system variation numerically and graphically as well as learning possible steps to take when the measurement system variation is not acceptable. Active learning activities are used throughout the seminar to build participants' skills and knowledge.

For more information or to register, please contact Carmen Garcia at 708/596-2000 ext. 2663.