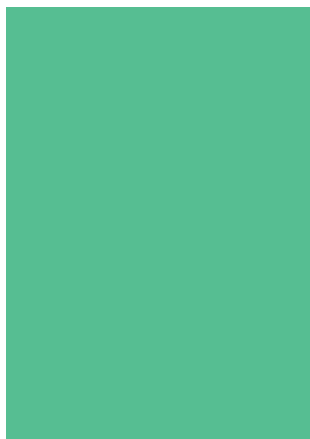


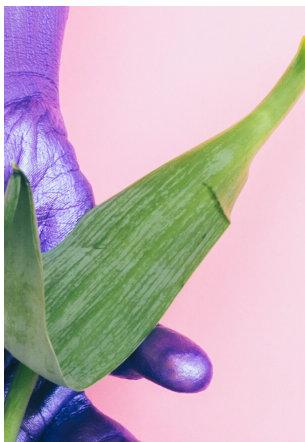
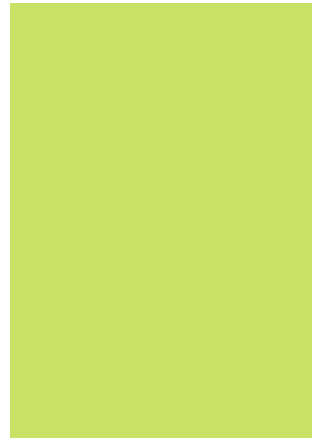
Courses Outline



#ProblemSolved

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- I STRATEGIC MANAGEMENT
- II PROJECT MANAGEMENT
- III ADVANCED EXCEL
- IV SUPPLY CHAIN TRAINING COURSES
- V QUALITY TRAINING COURSES
- VI MORE TRAINING COURSES



Strategic Management

COURSE METHODOLOGY

The course enables participants to practice the development of each of the strategy management steps. They will act as organizational managers in developing each strategic component for an organization of their choosing.

The most important strategy tools and frameworks will be discussed and put into practical use during the course.

COURSE OBJECTIVES

By the end of the course, participants will be able to:

- Analyze their current environment and determine their organizational ambition
- Employ the strategic management process to best achieve the desired ambition
- Assess and choose strategies that create a sustainable competitive advantage for the organization
- Determine strategic objectives, Key Performance
- Indicators (KPIs) and 'SMART' targets for the organization
- Convert strategic plans to operating plans through creating strategic initiatives and sequencing activities
- Participate in the performance management cycle to ensure proper execution of chosen strategies

TARGET AUDIENCE

All managers and senior professionals who are involved in influencing, formulating or supporting the long term planning and strategy of their department or organization, as well as those who are responsible for linking, measuring and improving the performance of the organization, including strategy or performance management professionals, balanced scorecard managers, business unit and department managers and business analysts.



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Strategic Management

I. DEVELOPING A BUSINESS STRATEGY

- 1 The Role of Strategy
- 2 Strategic Planning & Management

II. GATHERING & ANALYZING INFORMATION

- 1 External Environment Analysis
- 2 Internal Environment Analysis

III. WHERE WILL WE COMPETE?

- 1 Horizontal & Vertical Scope of Operations
- 2 Globalization
- 3 Diversification

IV. HOW WILL WE COMPETE?

- 1 Low-Cost Provider Strategy
- 2 Differentiation Strategy
- 3 Focus Strategies
- 4 Best-Cost Provider Strategy

V. SUSTAINABILITY & STRATEGY

- 1 Organizations & Sustainability
- 2 Sustainability Strategy

VI. BUSINESS FINANCE

- 1 Financial Statements
- 2 Financial Statements Analysis
- 3 Budgeting Basics
- 4 Capital Budgeting

VII. OPERATIONS STRATEGIES

- 1 Operations objectives
- 2 Capacity Strategy
- 3 Supply Network Strategy

VIII. IT, IMPROVEMENT & RISK

- 1 IT Strategy
- 2 Improvement Strategy
- 3 Change Management
- 4 Risk Strategy



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Project Management

COURSE METHODOLOGY

The overall aim of this course is to prepare participants for the Project Management Professional (PMP) certification by discussing the exam's requirements and analyzing the format of its questions. Participants will get the opportunity to practice many similar exam questions. The course also aims at assisting participants in employing the project life cycle through an in-depth description of the five process groups and ten knowledge areas related to project management.

COURSE OBJECTIVES

By the end of the course, participants will be able to:

- Review the PMP exam requirements and application process
- Define several key terms and recognize the relationship between portfolio, program and project management
- Describe how organizational influences affect the methods used for managing projects
- Identify the integration of various processes and project management activities
- Breakdown the project's scope to include all required project work
- Compute all activities' duration required to complete the project
- Estimate activities' costs and project's budgets
- Outline the project's quality policies and objectives
- Assemble the project team and manage its performance
- Create and properly communicate project information
- Develop a project risk management plan and examine project risks
- Plan the procurement steps to acquire products and services needed from outside the project team
- Analyze stakeholder expectations and their impact on the project

TARGET AUDIENCE

Project managers, members of project offices, project sponsors, functional managers, senior management and individuals interested in PMP certification.



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Project Management

I. PMP INTRODUCTION

- 1 The Project Management Institute
- 2 The PMBOK guide
- 3 Key definitions
- 4 Portfolios, programs & projects
- 5 Exam overview & Question format

II. PROJECTS ENVIRONMENT

- 1 Project influences
- 2 Organizational systems
- 3 Organizational types
- 4 The role of the project manager

III. INTEGRATION MANAGEMENT

- 1 Developing the project charter
- 2 Developing the project management plan
- 3 Directing and managing project work
- 4 Managing project knowledge
- 5 Monitoring & controlling project work
- 6 Performing integrated change control
- 7 Closing the project or phase

IV. SCOPE MANAGEMENT

- 1 Planning scope management
- 2 Collecting requirements
- 3 Defining the scope
- 4 Creating the WBS
- 5 Validating & Controlling the scope

V. SCHEDULE MANAGEMENT

- 1 Planning schedule management
- 2 Defining activities
- 3 Sequencing activities
- 4 Estimating activity duration
- 5 Developing the schedule
- 6 Controlling the schedule

VI. COST MANAGEMENT

- 1 Planning cost management
- 2 Estimating costs
- 3 Determining the budget
- 4 Controlling costs

VIII. RESOURCE MANAGEMENT

IX. COMMUNICATIONS MANAGEMENT

X. RISK MANAGEMENT

XI. PROCUREMENT MANAGEMENT

XII. STAKEHOLDER MANAGEMENT



#ProblemSolved

Advanced Excel

COURSE METHODOLOGY

Though many professionals use Excel on a daily basis, Excel still has a lot of things to offer such professionals. Here, we go even deeper in many formulas and functions that professionals need to operate fast and more efficiently. We cover many areas in Pivot Tables and add an introduction to PowerPivots.

The last part of the course is dedicated to automating your Excel reports and reconciliation through the use of Macros.

COURSE OBJECTIVES

By the end of the course, participants will be able to:

- Apply the key Excel functions to prepare data for analysis using Pivot tables
- Create and customize pivot tables to reconcile and analyze accounts efficiently
- Utilize pivot tables functions and calculations to generate a set of management and business analysis reports
- Run macros to speed up their work and utilize other advanced techniques in data analysis and reporting
- Report and analyze big data tables using the Excel feature of Data Model and PowerPivot
- Repeat tasks and generate reports efficiently by recording, running and editing macros
- Acquire numerous tips and tricks that will improve working efficiency

TARGET AUDIENCE

Accountants, senior and junior accountants, business analysts, accounting and finance professionals, business analysts, research professionals and staff from any function who need to master and upgrade their skills in Excel Pivot Tables and work with big data analysis.



#ProblemSolved

Advanced Excel

I. CREATING A SPREADSHEET MODEL

- 1 Create the layout of a spreadsheet model
- 2 Apply auto formatting /table style to a cell range.
- 3 Apply conditional formatting based on cell content.
- 4 Copy & move worksheets between spreadsheets.
- 5 Split windows ,move, and remove split bars.
- 6 Freeze panes, unfreeze panes.
- 7 Hide, show rows, columns, and worksheets.
- 8 Import data into spreadsheet.
- 9 Protect, unprotect cells, worksheet with a password.

II. CHECKING DATA ENTRY

- 1 Data validation
- 2 Data verification
- 3 Understanding the purpose of validation and verification

III. USING FUNCTIONS AND FORMULAS

IV. DATA ANALYSIS

- 1 Creating and modifying a pivot table
- 2 Modifying the data source and refreshing the pivot table.
- 3 Filter, sort data in a pivot table.
- 4

V. SORTING AND FILTERING

- 1 Sort data by multiple columns at the same time.
- 2 Create a customized list and perform a custom sort.
- 3 Automatically filter a list in place.
- 4 Apply advanced filter options to a list. Use automatic sub- totaling features.

VI. CHARTS

VII. LINKING, EMBEDDING & IMPORTING

VIII. AUTOMATION



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Supply Chain Training Courses

OUR SUPPLY CHAIN TRAINING COURSES ARE DIVERSE AND INCLUDE THE FOLLOWING TOPICS

- Supply Chain Management
- Demand Management
- Logistics Management



Supply Chain Management

COURSE METHODOLOGY

When supply chains are weak, the flow of goods and services is interrupted, costs go up and customer satisfaction levels drop. Furthermore, the operations may result in a negative impact on society and the environment.

In this course, we describe practices to make supply chains stronger in the face of change.

We start this course by learning about what makes strong and sustainable supply chains. We then outline various product and logistics design principles to help optimize performance. We also explore continuity planning practices for managing supply chain risks and interruptions.

COURSE OBJECTIVES

By the end of the course, participants will be able to:

- Identify the foundations of strong supply chains
- Outline supply chain design practices for optimum performance
- Recognize trends and modern practices in supply chain management
- Practice forecasting and inventory optimization techniques
- Appraise item categories and formulate appropriate sourcing strategies
- Describe the role and objectives of transportation management in logistics
- Use value adding warehousing techniques
- Develop stakeholder engagement strategies to improve supply stream resilience
- Recognize ethical, sustainability and responsibility practices as a backbone for strong supply chains

TARGET AUDIENCE

This course is designed to cater for supply chain professionals across different functions, namely planning, procurement, warehousing, transportation, logistics and inventory management.



#ProblemSolved

Supply Chain Management

I. INTRODUCTION TO SUPPLY CHAIN

- 1 What is supply chain
- 2 Supply chain management
- 3 Supply chain strategies

II. DEMAND MANAGEMENT

- 1 Demand management process
- 2 Demand forecasting
- 3 Sales & operations planning

III. INVENTORY MANAGEMENT

- 1 Inventory types and functions
- 2 Inventory costs
- 3 Inventory control

IV. SOURCING MANAGEMENT

- 1 Make or buy decision
- 2 Supplier selection
- 3 Relations with suppliers

V. WAREHOUSING MANAGEMENT

- 1 Warehouse design & layout
- 2 Warehouse functions
- 3 Material handling

VI. TRANSPORTATION MANAGEMENT

- 1 Transportation fundamentals
- 2 Transportation modes

VII. SUSTAINABILITY & REVERSE LOGISTICS

- 1 Sustainability & triple bottom line
- 2 Reverse logistics

VIII. SUPPLY CHAIN TECHNOLOGIES

- 1 IT Strategy
- 2 ERP
- 3 WMS & TMS
- 4 Data capturing & storage
- 5 Auto Identification technology
- 6 Big data, data mining & DSS



#ProblemSolved

Demand Management

COURSE METHODOLOGY

Demand planning and stock control will help Supply Chain Management (SCM) improve the accuracy of forecasts, ensure enough inventory levels at all times and enhance profitability by optimizing expenses. When demand planning and stock control are properly executed, shortages of what is needed and extra stocks will be a story of the past.

In this course, many demand planning theories, models and best practices will be discussed. When properly implemented, they will help participants in dealing with various future scenarios in order to ensure a continuous flow of inventory at the least possible cost.

COURSE OBJECTIVES

By the end of the course, participants will be able to:

- State the objectives of inventory management and list their impact on cost and customer service
- Prepare proper classification of inventory and use best practices for item specification
- Use forecasting techniques to predict demand and better manage lead times
- Compute the optimum ordering quantity and determine safety stocks and reorder points
- List various techniques to reduce inventory, including Just-in-Time (JIT)
- Identify relevant Key Performance Indicators (KPIs) to improve inventory performance
- Synchronize supply and demand through S&OP best practices

TARGET AUDIENCE

Those involved in inventory or demand planning and stock control at the operational and supervisory levels. Also, those working in other functions of supply chain management (purchasing, stores, distribution) who need to understand the mechanics of inventory planning and stock control.



#ProblemSolved

Demand Management

I. INTRODUCTION TO INVENTORY MANAGEMENT

- 1 Objectives of inventory planning
- 2 Reasons to hold inventory
- 3 Push versus pull systems
- 4 Identifying inventory costs
- 5 Customer service in inventory management

II. CLASSIFICATION OF INVENTORY

- 1 Types of inventory
- 2 The inventory ABC classification ranking model
- 3 Uses of the ABC ranking

III. INVENTORY COSTS

- 1 Cost of item
- 2 Landed cost
- 3 Carrying or holding cost
- 4 Stock-out cost
- 5 Other costs elements

IV. FORECASTING DEMAND

- 1 Dependent versus independent demand
- 2 Factors affecting demand
- 3 Factors impacting demand forecast accuracy
- 4 Demand patterns
- 5 Time series forecasting methods
- 6 Other forecasting methods
- 7 Measuring the accuracy of the forecast

V. DEMAND MANAGEMENT

- 1 Define demand management
- 2 The components of demand management

VI. SALES & OPERATION PLANNING (S&OP)

- 1 Define S&OP
- 2 S&OP detailed planning process
- 3 The S&OP planning meeting
- 4 The benefits of S&OP



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Logistics Management

COURSE METHODOLOGY

Logistics management is an essential function governing the flow of goods through a supply chain. This course brings you up to date with the latest logistics models and practices. The course's main focus is on the optimization of transport, warehouse and inventory management activities. In addition, it covers the Supply Chain Operations Reference (SCOR) framework for managing logistics key performance indicators

COURSE OBJECTIVES

By the end of the course, participants will be able to:

- Recognize modern supply chain and logistics trends as a basis for sustainable performance
- Describe role of transportation in logistics and identify opportunities for operational improvement
- Identify the role of warehousing, focusing on operational throughput and performance optimization
- Apply Supply Chain Operations Reference (SCOR) framework to manage strategic, operational and tactical facets of logistics

TARGET AUDIENCE

Logistics professionals at all levels of the organization. In addition, this course is ideal for those seeking to complement their supply chain and logistics experience with the latest theoretical knowledge in the field in preparation for assuming a higher position at their organization.



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Logistics Management

I. LOGISTICS AND SUPPLY CHAIN OVERVIEW

- 1 Logistics Fundamentals
- 2 Logistics Strategy
- 3 Concepts in logistics (3PL & 4PL)

II. TRANSPORT MANAGEMENT

- 1 Objectives of transport management
- 2 Transport management costs
- 3 Transportation modes
- 4 Efficient & effective transportation

III. REVERSE LOGISTICS AND SUSTAINABILITY

- 1 Reverse Logistics
- 2 Sustainability

IV. INVENTORY AND WAREHOUSE MANAGEMENT

- 1 Inventory Management in Logistics
- 2 Inventory Management Methods
- 3 Inventory Control
- 4 Warehousing Strategy and Management
- 5 Warehousing network design
- 6 Configuration of warehousing space
- 7 Value adding activities
- 8 Packaging and Materials Handling

V. GLOBAL LOGISTICS CONSIDERATIONS

- 1 Infrastructure and System
- 2 Regulations
- 3 Customs Clearing and Documentation
- 4 Working with Incoterms

VI. LOGISTICS PERFORMANCE MANAGEMENT

- 1 The SCOR framework
- 2 Setting performance targets
- 3 Continuous performance improvement



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Quality Training Courses

**OUR QUALITY TRAINING COURSES
ARE DIVERSE AND INCLUDE THE
FOLLOWING TOPICS**

- Strategic Quality Management
- Total Quality Management
- Lean Six Sigma
- ASQ Certified Quality Engineer Certification Preparation
- ISO 9001: 2015



Strategic Quality Management

COURSE METHODOLOGY

This course presents a blend between strategy and quality to help participants develop the right skills to plan their organization's quality strategic plans. The course will take participants through the history of quality and strategy and link them both using practical applications. Participants will learn how to analyze current organizational status and identify gaps and future needs. The course will also examine the strategic planning process from initiation to selection of initiatives. Moreover, the identification process of quality key result areas will be discussed. Participants will leave with the tools, skills and knowledge to start their own journey to strategize for their quality departments and produce deployment plans.

COURSE OBJECTIVES

By the end of the course, participants will be able to:

- Define quality and strategy concepts highlighting the main components of strategic planning in quality
- Analyze the current situation identifying opportunities to draft a strategic quality plan
- Generate strategic goals for their quality department
- Convert a strategic plan into an operating plan
- Examine how to measure success of a strategy on quality, how to extract Key Performance Indicators (KPIs) and how to draft a quality department balanced scorecard

TARGET AUDIENCE

All quality managers and staff who are involved in influencing, formulating or supporting the long term planning and strategy of the quality department or organization as well as those who are responsible for linking, measuring and improving the performance of others. The course is also suitable for employees targeted for development or promotion within the quality function.



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Strategic Quality Management

I. STRATEGIC QUALITY MANAGEMENT

- 1 Quality evolution and concepts
- 2 Dimensions of product quality
- 3 Dimensions of service quality
- 4 Quality management system: the components
- 5 The core principles of strategic quality management
- 6 Evaluation of strategic management
- 7 Strategic thinking versus strategic planning in quality departments
- 8 Benefits of strategic management to the quality professional

II. ANALYSIS OF THE ENVIRONMENT

- 1 Situation analysis tools in quality departments
- 2 Quality stakeholders analysis
- 3 Defining quality visions and missions
- 4 Developing a quality statement
- 5 Setting quality strategic goals
- 6 Identifying critical success factors in quality
- 7 Key result areas and key performance indicators
- 8 Core competencies and core values

III. GOALS, OBJECTIVES AND CREATIVE STRATEGIES

- 1 Goals, objectives and targets for the quality division
- 2 Financial versus non-financial objectives
- 3 The use of key result areas in the quality sector
- 4 Adopting effective strategies to achieve excellence
- 5 Examples of strategic objectives
- 6 Examples of quality department strategies
- 7 Moving from critical success factors to strategic goals

IV. DEVELOPING OPERATING PLANS

- 1 Expanding SWOT for Strategies
- 2 The how-how technique to develop quality related initiatives
- 3 Criteria of effective action plans
- 4 Linking goals, strategies, action plans and budgets
- 5 Developing a quality department plan

V. MEASURING QUALITY MANAGEMENT STRATEGY ACHIEVEMENT

- 1 Approaches to control in quality
- 2 Examples on quality KPIs
- 3 Types of Measures
- 4 Quality dashboard
- 5 The balanced scorecard for the quality department



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Total Quality Management

COURSE METHODOLOGY

The course will provide participants with comprehensive knowledge on the history and evolution of the concept of quality, as well as on the history of quality gurus and tools. Through various workshops and role plays the course will focus on applications of quality systems, models and methodologies including excellence awards, ISO systems and breakthrough improvement methodologies such as 'Lean' and 'Six Sigma'. This highly interactive course will help participants apply the powerful quality tools used in leading organizations. Participants will leave with best practices on how to select, design or apply quality structures and tools in their organizations.

COURSE OBJECTIVES

By the end of the course, participants will be able to:

- Explain the importance of quality models and identify various quality concepts and frameworks used by quality gurus
- Discover the success elements of Total Quality Management (TQM) deployment
- Use TQM improvement tools to enhance customer satisfaction and improve processes within their organization
- Describe various types of benchmarking tools and techniques to boost quality initiatives
- Apply widely used improvement methodologies

TARGET AUDIENCE

Individuals, managers, supervisors and all those who are engaged in quality models, awards, ISO and TQM implementation as well as improving organizational performance.



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Total Quality Management

I. INTRODUCTION TO TQM CONCEPTS

- 1 Definition of quality and quality models
- 2 History of quality
- 3 Defining TQM
- 4 TQM critical success factors
- 5 The relationship between ISO 9000 and TQM
- 6 Benefits of implementing a quality model
- 7 The cost of poor quality
- 8 Comparing the gurus (Deming, Crosby, Juran, etc.)
- 9 Selecting the right model for your organization
- 10 The quality maturity ladder

II. THE SUCCESS ELEMENTS OF TOM

- 1 Customer driven quality
- 2 Plan, Do, Check, Act (PDCA) model
- 3 Eight-step problem solving methodology
- 4 Process thinking
- 5 Eliminating the non value added
- 6 Management by facts and data
- 7 Continual improvement and Kaizen
- 8 Employee reward and recognition

III. IMPROVEMENT TOOLS AND METHODOLOGIES

- 1 What is a quality tool
- 2 The seven quality control tools
- 3 Brainstorming
- 4 Tree diagrams: how-how and why-why diagrams
- 5 Force field analysis
- 6 Affinity diagrams
- 7 Process mapping: 'the turtle'
- 8 Poka yoke
- 9 Lean thinking
- 10 The seven types of waste in organizations
- 11 Visual management and the 5S program
- 12 Six sigma

IV. BENCHMARKING

- 1 Definition of benchmarking
- 2 Levels of benchmarking
- 3 Different benchmarking approaches

V. ELEMENTS OF A CONTINUOUS IMPROVEMENT PROCESS

- 1 The eight steps to achieve improvement
- 2 Critical success factors and common failure factors in TQM



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Lean Six Sigma

COURSE METHODOLOGY

This unique Green Belt Six Sigma course will help you to improve the quality of your company operations by adopting a data-driven approach and provide you with the skills necessary to work on projects to benefit all types of processes and businesses. Participants will learn the different phases of Define, Measure, Analyze, Improve and Control (DMAIC) and how to craft a project charter. Additionally, participants will learn about quality tools and statistics to help them formulate problem statements and translate them into a measurable format. Participants will be provided with the tools to assess their organization's readiness to launch Six Sigma projects.

COURSE OBJECTIVES

By the end of the course, participants will be able to:

- Improve processes using DMAIC Six Sigma (variation removal) and Lean approach (waste removal)
- Discuss Six Sigma and why it is necessary to sustain business improvement
- Apply and implement the Define, Measure, Analyze, Improve and Control problem-solving methodology
- Collect and analyse data appropriately using various tools in Minitab
- Apply various tools usually used in a Six Sigma project
- Understand how to scope a project and build a business case for management to deploy Six Sigma

TARGET AUDIENCE

Managers, supervisors and professionals who wish to fully utilize Six Sigma approach in their organizations, become certified professionals and learn how Six Sigma relates to work and business improvement.



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Lean Six Sigma

I. DEFINE PHASE

- 1 Understanding Six Sigma
- 2 Six Sigma fundamentals
- 3 Selecting projects
- 4 Project charters and problem statements
- 5 SIPOC followed
- 6 Team creation, RACI and communications planning
- 7 Voice of the customer
- 8 Project planning, risk assessment and project launch
- 9 Elements of waste

II. MEASURE PHASE

- 1 Process discovery
- 2 Six Sigma statistics
- 3 Measurement System Analysis
- 4 Process capability
- 5 Introduction to Minitab
- 6 Types of data and basic stats Central Tendency, Variation and Tampering
- 7 Statistical Process Control (SPC) charts

III. ANALYZE PHASE

- 1 Inferential Statistics
- 2 Introduction to Hypothesis Testing
- 3 Hypothesis Testing Normal Data
Hypothesis Testing Non-Normal Data
- 4 Brainstorming and Cause and Effect diagrams
- 5 Data analysis - Pareto charts, run charts, frequency charts
- 6

IV. IMPROVE PHASE

- 1 Process Modeling Regression
- 2 Advanced Process Modeling
- 3 Designing Experiments
- 4 Lean Tool box - Takt time, Kanban and Flow (Push v Pull), TPM, SMED
- 5 Poka Yoka
- 6 Evaluating and selection solutions
- 7 Reducing complexity and Standardisation
- 8 Pilot testing

V. CONTROL PHASE

- 1 Advanced Experiments
- 2 Capability Analysis
- 3 Lean Controls
- 4 Defect Controls
- 5 Six Sigma Control Plans
- 6 Saving calculation - Cost of non-quality
- 7 Project close out/handovers
- 8 DMAIC summary



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Quality Engineer Certification

COURSE METHODOLOGY

This course is intended for those planning to sit for the 'Certified Quality Engineer' exam. This course provides a very thorough overview of the reliability, acceptance sampling, and quantitative methods topics covered in the body of knowledge for the ASQ Certified Quality Engineer (CQE) exam.

COURSE OBJECTIVES

By the end of the course, participants will be able to:

- Review the body of knowledge in preparation for the 'ASQ' Certified Quality Engineer examination
- Master the effective use of the tools covered in the quantitative methods, reliability, and acceptance sampling sections of the body of knowledge
- Apply the components of the Body of Knowledge (BOK) to further focus their preparation efforts
- Explain, through discussions, the main concepts in each of the BOK elements
- Refine their thinking approach in preparation for the 'constructed response' section of the examination
- Practice mock exams

TARGET AUDIENCE

Quality engineers, manufacturing/process engineers, quality managers, quality improvement professionals, consultants, or anyone preparing to take the CQE exam should attend this training.



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Quality Engineer Certification

I. MANAGEMENT AND LEADERSHIP

- 1 Quality Philosophies and Foundations
- 2 Evolution of Quality
- 3 Continuous improvement tools
- 4 The Quality Management System
- 5 ASQ Code of Ethics for Professional Conduct
- 6 Leadership Principles and Techniques
- 7 Facilitation Principles and Techniques
- 8 Customer Relations
- 9 Supplier Management
- 10 Quality Standards and Other Guidelines

II. ACCEPTANCE SAMPLING

- 1 General Concepts
- 2 Type I (Producer's) and Type II (Consumer's) Risk
- 3 Operating Characteristics (OC) Curves
- 4 Overview of Acceptance
- 5 Sampling Plans

III. RELIABILITY AND RISK MANAGEMENT

- 1 Terms and Definitions
- 2 Reliability Life Characteristic Concepts
- 3 Design of Systems for Reliability
- 4 Active vs. Passive Redundancy
- 5 Availability and Maintainability
- 6 Failure Rates and the Bathtub Curve
- 7 Methods to Maintain Process and Product Reliability
- 8 Calculation of MTTF and MTBF

IV. QUANTITATIVE CONCEPTS

- 1 Concepts of Probability and Statistics
- 2 Collecting and Summarizing Data
- 3 Properties and Applications of Probability Distributions
- 4 Statistical Decision-Making
- 5 Confidence Intervals, Hypothesis Tests, Paired-t Tests
- 6 Relationships Between Variables
- 7 Designing Experiments
- 8 Statistical Process Control (SPC)
- 9 Analyzing Process Capability

V. RELATIONSHIPS BETWEEN VARIABLES

- 1 Linear Regression
- 2 Simple Linear Correlation
- 3 Time Series Analysis
- 4 Correlation and Causation

VI. STATISTICAL PROCESS CONTROL



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ISO 9001: 2015

COURSE METHODOLOGY

The ISO 9001:2015 standard has been designed for a global adoption in both manufacturing and service industries; it provides the necessary platform to allow companies of all sizes to demonstrate compliance to a global standard. Now more than ever, government bodies, industry bodies, large corporations and many other organizations require their supply chain to adopt the principals of ISO 9001:2015. Therefore, whether you require your supply chain to adapt or you are within the supply chain, there is a greater need to understand the requirements of ISO 9001:2015. Furthermore, it is imperative to understand how the Risk Based approach and Process approach align with your business and to ensure your organization understands how to get the most benefit from the new international standard.

COURSE OBJECTIVES

By the end of the course, participants will be able to:

- Develop a Business Risk and Opportunities Register for their business
- Understand how to perform a Gap Analysis assessment of their current system
- Advise their leadership team of the key leadership principles of Clause 5 of the standard
- Apply best practice techniques in transitioning their system and implementing it across their organization
- Understand the impact of human factors in the implementation and effectiveness program
- Prepare ISO 9001:2015 audit checklists
- Undertake ISO 9001:2015 Management review meetings

TARGET AUDIENCE

This course is applicable to anyone who deals with ISO 9001 Quality Management Systems by either managing, interacting or auditing the system. These include but are not limited to Quality, QHSE, Compliance and Assurance staff; Internal Auditors; organizational leaders; as well as those new to Quality Management.

ISO 9001:2015

I. OVERVIEW OF ISO 9001:2015

- 1 Introduction to ISO and 9001
- 2 The history of the standard
- 3 Certification and the process to achieve
- 4 What is Annex SL
- 5 Key principals of the change
- 6 Benefits of the change
- 7 Integration with other ISO standards

II. RISK BASED THINKING AND THE PROCESS APPROACH

- 1 What is the Process Approach
- 2 Benefits of a Process Approach
- 3 Introducing Risk through threats and opportunities to a Quality Management Systems
- 4 James Reason's Swiss Cheese Model approach to Risk Based Thinking and the Process Approach

III. TRANSITION PRINCIPLES OF ISO 9001:2015

- 1 Why Leadership is now a separate section
- 2 The importance of Awareness and Communication
- 3 Internal Audit
- 4 Management Review
- 5 The changing emphasis concerning documentation
- 6 Human Factors of Implementation

IV. EXPECTATIONS AND DETAILED REQUIREMENTS OF ISO 9001:2015

- 1 Expectations on you by a certification body
- 2 Timeline for transition
- 3 Leadership expectations
- 4 How to help your organization through transition



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More Courses

Other course categories offered by Solutions Hub are based on thorough research of clients needs and market requirements. These categories are constantly reviewed and updated to ensure they include the latest subjects and those that are most relevant to today's business environments.

The categories are:

- Risk Management
- Procurement Management
- Advanced Marketing Management
- Advanced Financial Accounting & Financial Statements Preparation
- Business Development & Change Management
- Sustainability and Continuous Improvement

Never the less, if you are interested in having a course custom-made for your organization, please send us an email. Once we receive your duly completed request, one of our business development professionals or consultants will get in touch with you to understand your requirements with more detail and answer any relevant questions you may have.

After all pertinent information has been exchanged, we will work on the custom-made request and send you the proposal you require and work with you to identify the ideal period and place for delivering the custom-made solution.



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