



QUALITY MANAGEMENT INTERNATIONAL, INC.
www.aworldofquality.com

Our training focuses on (1) developing process-based management systems and (2) continually improving management systems.

Whether your goal is company certification, jump-starting your company's continual improvement process, advancing your personal credentials or simply learning about applied process and systems thinking, we offer classes that will fulfill your objectives.

Quality Management International, Inc. is one of the original management systems training and consulting organizations in the world, helping companies develop process-based management systems and drive improvement since 1986.

QMII is certified by RABQSA International and recognized by the International Register of Certificated Auditors (IRCA) to train management system auditors.

Developing a Process-Based Management System

Learn to develop process-based management systems that are sustainable, used by all in the organization, conform to system standards, and (most importantly!) improve business performance. Understand how documenting a system is not the same as developing a system and avoid the most common pitfalls made by organizations (even certified organizations). This workshop makes managers competent in three skills:

- System development project management
- Process analysis (the process approach)
- Imparting these two skills to others.

Executive Overview: Management Systems

This half-day or one-day overview explains to top management their responsibilities within a management system, why systems are vital and how management systems conforming to system standards can help an organization grow and continually improve.

QMS Lead Auditing

Learn the requirements of quality management system standards and how to relate the requirements to your business management system. Understand how process-based management systems can ensure that customer needs are consistently fulfilled over time. Audit criteria include:

- ISO 9001 (RABQSA certified, IRCA recognized)
- ISO/TS 16949 (RABQSA certified, IRCA recognized)
- ISO/IEC 17025
- ISO 13485 (RABQSA certified, IRCA recognized)
- AS 9100 Revision B
- TL 9000
- ISM Code
- ISPS Code*
- Business Continuity

EMS Lead Auditing

Learn the requirements of the international standard for environmental management systems (ISO 14001) and how to relate those requirements to your management system for improving environmental performance and preventing pollution. Understand how process-based management systems can ensure that the needs of local and global environmental stakeholders (including regulators) are consistently fulfilled over time. This class is RABQSA certified and IRCA recognized.

ISMS Lead Auditing

Learn the requirements of ISO 27001 and guidelines of ISO 17799 and how to relate the requirements to your management system for protecting information security. In addition to learning the essential skills of auditing, understand how a well-designed information security management system protects an organization's valuable information assets, particularly those owned by customers and suppliers.

Combined Internal Auditing

Internal auditing is key to self-sustaining and self-correcting management systems. Learn to take advantage of economies of scale by developing your auditor teams to perform process and system auditing using multiple sets of audit criteria (such as ISO 9001 and ISO 14001). Save the time and money of both your auditors and auditees while dramatically improving the overall effectiveness of your internal audit process.

Standard Specific Internal Auditing

We enable individuals or teams of employees to audit processes and their management system to improve effectiveness. Learn to use the process approach advocated by QMII since 1986 within your own organization to assess your processes and system against any set of requirements, including (but not limited to):

- Quality: ISO 9001, ISO/TS 16949, ISO/IEC 17025, ISO 13485, AS9100, TL 9000, ISM Code, ISPS Code*, federal regulations
- Environmental: ISO 14001, RC 14001, EPA regulations
- Health & Safety: OHSAS 18001, ISM Code, OSHA regulations
- Information Security: ISO 27001, NIST checklists
- Business Continuity

System Transition Training

Your organization has one management system - avoid developing multiple, concurrent and potentially conflicting systems all because you need to meet multiple sets of requirements. Understand your business processes in the context of a system and relate your one business management system to any multiple system standards. This workshop prepares managers to make the transition simple and painless.

Analyzing Business Processes

This workshop is designed specifically for team members preparing for system certification and for process owners redesigning processes to drive continual improvement. Learn to analyze business processes for understanding the critical inputs, controls, and resources necessary to ensure process effectiveness. This class incorporates the value stream management.

Analyzing Risk Using FMEA

Organizations with advanced management systems use teams to analyze products and processes to identify risk and take action to manage it. Failure Modes and Effects Analysis (FMEA) is the tool students apply. This class is particularly suited for teams that must meet the requirements of ISO/TS 16949, ISO 14001 and ISO 27001 but is also ideal for any product or process improvement team.

Performing Measurement System Analysis

Organizations analyze their measurement systems to determine adequacy of these measurement systems in providing the data necessary to control products and processes. MSA distinguishes between variation within a business process and variation within the measurement system used to collect data from the business process. While statistically based, this workshop teaches the techniques, methods and procedures used by process managers and users to perform MSA. An understanding of basic statistics is recommended but not required.

Problem Solving and Corrective Action

Students learn a team-based approach to eliminating root causes through effective corrective action using the 8D methodology. At the heart of any management system is an engine for finding problems within the system, prioritizing problems based upon stakeholder needs (including financial impact), identifying root causes, eliminating the causes and putting the controls in place to make sure they never happen again. Using a hands-on approach, this workshop prepares the team to jump-start any corrective action process regardless of whether your system is new or has been in place for years.

Industries Served

As management systems and process improvement experts, QMII provides related consulting, training and auditing services to all industries. Our diverse team located across North America has breadth of experience working in all major industries. The following industries are examples where we have helped develop, implement and improve process-based management systems over our 20+ year history:

Aerospace	Light Manufacturing
Automotive	Maintenance Services
Construction	Maritime
Energy	Medical Devices
Financial Services	Process and Chemical
Government Services	Regulatory Agencies
Heavy Manufacturing	Semi-conductor
Information Technology	Service-based Industries
Laboratories	Telecommunications

These are only a few of the many industries we have worked with to help further process-based management systems. Please contact us for more information and so we can help you find solutions specific to you and your organization's needs.



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www.aworldofquality.com

P O Box 271, EXTON, PA 19341, USA
TEL: 800 666 9001 800 97 14001
FAX: 800 329 9004 800 61 14004
WWW.AWORLDQFQUALITY.COM