QUALITY MANAGEMENT INTERNATIONAL, INC.
www.QMII.com

DEVELOPING A PROCESS-BASED MANAGEMENT SYSTEM
CONFORMING TO ISO 14001

Three-day Training Course

Learning objectives

Gain competency in three skills:

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

A process-based management system defines the key processes already established within the organization. Using rigorous process analysis you will develop a management system that has low implementation costs and is documented only to the extent necessary for control. Users improve the resulting system to add value and reduce costs while conforming to ISO 14001.

After this workshop, your team will be able to:

- ❑ Analyze core process (to identify key processes and process interactions)
- ❑ Work with process owners to analyze key processes (to define in sufficient detail for operation and control who does what to fulfill process objectives)
- ❑ Design new key processes
- ❑ Simplify documentation
- ❑ Use and continually improve the system

After participating in this workshop, the team will be able to apply the process approach to develop an effective management system that also conforms to ISO 14001.

Student input to the workshops

Students bring information (brochure, manual, procedures, notes) that describes their organization's core process (this is how their organization gets work>does work>gets paid) and two key processes (per team of three to five students).

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Preparation for the Workshop

Students will be provided with pre-class self-study course and should procure a copy of ISO 14001. They are expected to become familiar with the requirements of the process-based system standard before this workshop.

Lectures

The principles of management systems
Understanding the requirements of ISO 14001
Process view of a business
Analyzing a process (deployment flowcharting)
Responsibilities for processes
Documenting your system
Designing a new process
The whole system development project

Workshops

Measurable objectives
Determining your key processes (in the core)
Analyzing a key process
Planning the project
Analyze the second key process

Important notes

A. The classroom must be set up in an open (three-sided) square. A projector and one flip chart (with pad, markers and sticky notes) per team will be required. Teams may include up to five students. If there are more than three teams, breakout rooms are recommended.

B. The process analysis tool can be a flip chart and sticky notes but many organizations prefer to use a process analysis, process management and/or process improvement software tool.

C. Study the people>processes>system grid on www.qmii.com for an account of the process approach used around the world since 1986.

Please contact us with questions at 888.357.9001 or info@qmii.com.

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