

ISO 9001-2015 & IATF 16949 Leadership Training

This course was developed with the goal of ensuring that Top Management has the knowledge needed to effectively run their Quality Management System.

This course was developed and is only instructed by practicing IATF16949 certified auditors with years of industry experience that are also certified to teach the IRCA ISO 9001:2015 QMS Lead Auditor Course. .

Additionally, Common Sense Consulting instructors have been trained on adult learning concepts through Carnegie Melon. Recognizing the challenges of adult learning, many exercises and workshops have been integrated into the course materials for the students to immediately apply and enforce their learning experience after the discussion of every new concept. We spend the majority of our R&D time creating better learning exercises, not more slides. Anyone can create and read to you slides in the attempt to teach ISO 9001 but it is rare that any training course takes this approach. This is what separates us from our competition.

Course Benefits:

At the conclusion of this course, successful attendees will have been provided with the knowledge and ability to utilize the concepts of ISO driven business management systems **to ensure positive business results** including:

- ✓ A thorough understanding of the **intent of the ISO 9001-2015 & IATF 16949 Standards** as the requirements apply to Top Management
- ✓ **Risk Based Thinking** - Using risk management tools such as SWOT and maximizing the ROI of existing FMEAs to proactively manage the business by prioritizing business spending on risk reducing improvements
- ✓ **The Process Approach** to business management, including policy deployment and metric alignment
- ✓ **The QMS Pyramid** concept for applying the requirements of the standard to effectively manage the business, including policy deployment and process KPI alignment to the AOP
- ✓ Becoming stakeholders by **demanding return on investment from their internal audit programs**

Course Content:

- ✓ The Scope of the ISO 9001 and IATF16949 Standards, Including Customer Focus, Interested Parties, Business Performance, Risk Based Thinking and the need to manage outsourced processes, especially those that are executed within the organization (remote support sites)
- ✓ The **Deming Cycle** (PDCA) and 7 management principles of ISO 9000
- ✓ The concept of **Risk Based Thinking**, some tools to make it happen (SWOT & FMEA), and how to establish and nurture a proactive culture
- ✓ Understanding new **Risk Management** requirements, including strategic SWOT and tactical FMEA tools
- ✓ The **Process Approach** to business management with a business friendly / results orientated session
- ✓ The **Pyramid Approach** to using ISO 9001 / IATF16949 to effectively deploy the Quality Policy and Business Plan through process metric alignment
- ✓ Applying the requirements to ensure that business decisions are based on sound data and planning
- ✓ Applying the requirements for employee knowledge, competence, communication, awareness and engagement to maximize the intelligence and motivation of the organization
- ✓ How to maximize ROI by effectively utilizing your internal audit program

Prerequisites: None! This course is meant for management personnel who are serious about getting the most out of their ISO / IATF certifications. However, the bottom line is that actual process owners and their top management should attend this session. The next audience would be your area supervisors, team leaders, etc. If the attendee is not a manager of multiple personnel then they are not the intended audience for this course.

"Everyone gets certified but only a few get a significant return on investment afterward."

Certificate: Attendees who successfully complete the ongoing student assessment will receive a Certificate.

Timetable: This is a 1/2 day course.

Method of Delivery: Common Sense Consulting would be pleased to conduct this training at your facility or in a public venue.