

# PUBLIC COURSE TRAINING SCHEDULE

## January - June, 2012

**“ISO Quality and Management Training by ISO and Quality Specialists”**

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### ONLY THE BEST

To guarantee the best possible training, The BRC has gathered together a group of hardworking professionals, all of whom are Certified ISO Lead Auditors with years of practical experience.

Our trainers consistently score high on course evaluations and receive glowing testimonials from our clients.

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### CUSTOMIZED ON-SITE TRAINING

On-Site training by The BRC is convenient and customizable. Expert trainers present course material at your place of business at a price that is surprisingly affordable. Content can be customized to your industry, with discussion that centers on your organization's specific needs.

Call us today at (888) 535-1401 or email [info@thebrc.ca](mailto:info@thebrc.ca) for more information and a custom quote.

# QUALITY MANAGEMENT / ISO 9001

## Understanding ISO 9001:2008

1 Day

\$595

Highlights the requirements of the ISO 9001:2008 standard and delivers an understanding of what is involved in a practical, working Quality Management System in any business environment.

Jan 30 .....Belleville, ON      Apr 2 .....Montreal, QC (FR)      May 22 .....Sudbury, ON  
Mar 26 .....Sudbury, ON      Apr 23 .....St. John's, NL

## Understanding & Implementing ISO 9001:2008

2 Days

\$895

Ensures a deep understanding of the ISO 9001:2008 standard and provides clarity and guidance on the steps required to implement a Quality Management System in any business environment.

Feb 13-14 .....Ottawa, ON      Apr 23-24 .....Vancouver, BC      May 24-25 .....Mississauga, ON  
Feb 27-28 .....Edmonton, AB      Apr 25-26 .....Winnipeg, MB      May 28-29 .....Saint John, NB  
Feb 27-28 .....Halifax, NS      Apr 30 - May 1 .....Guelph, ON      May 31 - Jun 1 .....Calgary, AB  
Apr 11-12 .....Montreal, QC (EN)      May 7-8 .....Ottawa, ON      Jun 7-8 .....Halifax, NS

## ISO 9001:2008 Internal Auditor

2 Days

\$895

A brief review of the ISO 9001:2008 standard followed by in-depth instruction on how to conduct audits in accordance with the ISO 9000 series of standards. Combines presentations and case studies with individual and group exercises to teach the skills required to perform internal quality audits. This course adheres to ISO 19011:2002 auditing guidelines and emphasizes the Process Approach to auditing.

Jan 15-16 .....Mississauga, ON      Apr 16-17 .....Saskatoon, SK      May 14-15 .....Belleville, ON  
Jan 23-24 .....Montreal, QC (EN)      Apr 25-26 .....Montreal, QC (FR)      May 17-18 .....Ottawa, ON  
Feb 9-10 .....Belleville, ON      Apr 26-27 .....London, ON      May 22-23 .....Burlington, ON  
Feb 9-10 .....Toronto East, ON      Apr 26-27 .....Victoria, BC      May 23-24 .....Sudbury, ON  
Feb 27-28 .....Burlington, ON      Apr 30 - May 1 .....Montreal, QC (EN)      May 24-25 .....Toronto East, ON  
Feb 27-28 .....Ottawa, ON      Apr 30 - May 1 .....Timmins, ON      May 28-29 .....Moncton, NB  
Feb 27-28 .....Saskatoon, SK      May 3-4 .....Vancouver, BC      May 31 - June 1 .....Mississauga, ON  
Mar 8-9 .....Edmonton, AB      May 7-8 .....St. John's, NL      Jun 4-5 .....Saint John, NB  
Mar 8-9 .....Calgary, AB      May 7-8 .....Thunder Bay, ON      Jun 12-13 .....Edmonton, AB  
Mar 15-16 .....Halifax, NS      May 7-8 .....Winnipeg, MB      Jun 18-19 .....Halifax, NS  
Mar 27-28 .....Sudbury, ON      May 10-11 .....Guelph, ON      Jun 21-22 .....Calgary, AB  
Apr 12-13 .....Windsor, ON

## ISO 9001:2008 RABQSA Internal Auditor

3 Days

\$1,195

(In Conjunction with CSA Group) See Internal Auditor description above for course content. This is a RABQSA approved version of the Internal Auditor Course that includes an exam at the end of Day 3. Participants passing the exam will receive RABQSA Internal Auditor certification.

Feb 22-24 .....Vancouver, BC\*      Apr 25-27 .....Mississauga, ON\*      May 14-16 .....Ottawa, ON  
Feb 27-29 .....Mississauga, ON\*      Apr 30 - May 2 .....Edmonton, AB\*      Jun 25-27 .....Calgary, AB\*

## ISO 9001:2008 RABQSA Lead Auditor

5 Days

\$1,995

(In Conjunction with CSA Group) Participants are guided through the entire audit process, from managing an audit program to reporting on audit results, gaining necessary auditing skills through a balance of tutorials, role-playing, group workshops and open discussions. This is a RABQSA approved Lead Auditor Course that includes an exam at the end of Day 5. Participants passing the exam will receive RABQSA Lead Auditor certification.

Feb 13-17 .....Mississauga, ON      Mar 26-30 .....Mississauga, ON\*      Jun 11-15 .....Halifax, NS  
Feb 27 - Mar 2 .....Calgary, AB\*      Apr 16-20 .....Winnipeg, MB\*      Jun 25-29 .....Edmonton, AB  
Mar 9-13 .....Ottawa, ON      Jun 4-8 .....Mississauga, ON\*  
Mar 26-30 .....Vancouver, BC\*      Jun 4-8 .....Montreal, QC (FR)\*

### \*\*\*Additional Quality Management / ISO 9001 Courses\*\*\*

Available On-Site - Please contact us at [info@thebrc.ca](mailto:info@thebrc.ca) or (888) 535-1401 for a course outline and quote.

### ISO 9001:2008 Upgrade Refresher (1 Day)

## SPECIALIZED TRAINING

The BRC has a capable team of specialists that is able to meet your needs for specialized training, including:

- Unique courses or standards.
- Standard courses customized for your own processes / system / industry.

[Email us](#) for details.

## ONLINE TRAINING

For those who find the schedule or location of a public course challenging, The BRC offers many of our courses online:

- Our professional trainer works with you via online conference.
- Flexible schedules (a little bit each day instead of 2+ days out of the office).

[Email us](#) for details.

# ENVIRONMENTAL MANAGEMENT / ISO 14001

## Understanding & Implementing ISO 14001:2004

2 Days

\$895

Ensures an understanding of the ISO 14001:2004 standard and provides clarity and guidance on the steps required to implement, monitor, measure and evaluate an Environmental Management System in a variety of production and service environments.

Jan 16-17 .....Sudbury, ON  
Feb 9-10 .....Ottawa, ON  
Feb 23-24 .....Saint John, NB

Mar 5-6 .....Edmonton, AB  
Mar 12-13 .....Halifax, NS  
Mar 26-27 .....Calgary, AB

Apr 12-13 .....Windsor, ON  
Apr 12-13 .....Winnipeg, MB  
May 9-10 .....Guelph, ON

## ISO 14001:2004 Internal Auditor

2 Days

\$895

A brief review of the ISO 14001:2004 standard followed by in-depth instruction on how to conduct audits in accordance with the ISO 9000 series of standards. Combines presentations and case studies with individual and group exercises to teach the skills required to perform internal quality and environmental audits. This course adheres to ISO 19011:2002 auditing guidelines and emphasizes the Process Approach to auditing.

Jan 16-17 .....Belleville, ON  
Jan 18-19 .....Sudbury, ON  
Jan 19-20 .....Mississauga, ON  
Jan 30-31 .....Vancouver, BC  
Feb 23-24 .....Ottawa, ON  
Mar 5-6 .....Saint John, NB

Mar 7-8 .....Sudbury, ON  
Mar 7-8 .....Halifax, NS  
Mar 12-13 .....Montreal, QC (EN)  
Apr 10-11 .....Calgary, AB  
Apr 23-24 .....Edmonton, AB  
Apr 26-27 .....Windsor, ON

Apr 26-27 .....Winnipeg, MB  
May 14-15 .....Ottawa, ON  
May 24-25 .....Guelph, ON  
May 24-25 .....London, ON  
Jun 11-12 .....Timmins, ON

## ISO 14001:2004 RABQSA Lead Auditor

5 Days

\$1,995

(In Conjunction with CSA Group) Participants are guided through the entire audit process, from managing an audit program to reporting on audit results, gaining necessary auditing skills through a balance of tutorials, role-playing, group workshops and open discussions. This is a RABQSA approved Lead Auditor Course that includes an exam at the end of Day 5. Participants passing the exam will receive RABQSA Lead Auditor certification.

Jan 23-27 .....Vancouver, BC\*  
Mar 5-9 .....Winnipeg, MB\*  
Mar 26-30 .....Mississauga, ON

Mar 26-30 .....Calgary, AB\*  
Apr 30 – May 4 .....Edmonton, AB\*

May 7-11 .....Mississauga, ON\*  
July 9-13 .....Montreal, QC (FR)\*



## Understanding & Implementing RC14001:2008

2 Days

\$995

Ensures a deep understanding of both the ISO 14001:2004 standard and the additional requirements of the RC14001:2008 technical document, and provides guidance on the steps required to implement an RC14001:2008 compliant EMS in a variety of production and service environments.

Jan 26-27 .....Mississauga, ON  
Feb 16-17 .....Ottawa, ON  
Feb 27-28 .....Montreal, QC (EN)

Mar 8-9 .....Edmonton, AB  
Mar 19-20 .....Halifax, NS

Mar 29-30 .....Calgary, AB  
Apr 19-20 .....Windsor, ON

# HEALTH & SAFETY MANAGEMENT / OHSAS 18001

## Understanding OHSAS 18001:2007

1 Day

\$595

Highlights the requirements of the OHSAS 18001:2007 standard and delivers an understanding of what is involved in a practical, working Health & Safety Management System in any business environment.

May 22 .....Sudbury, ON

## Understanding & Implementing OHSAS 18001:2007

2 Days

\$895

Ensures an understanding of the OHSAS 18001:2007 standard and provides clarity and guidance on the steps required to implement, monitor, measure and evaluate an Occupational Health & Safety Management System.

Feb 27-28 .....Ottawa, ON

May 28-29 .....Edmonton, AB

Jun 4-5 .....Calgary, AB

Mar 29-30 .....Halifax, NS

May 28-29 .....Mississauga, ON

## OHSAS 18001:2007 Internal Auditor

2 Days

\$895

A brief review of the OHSAS 18001:2007 standard followed by in-depth instruction on how to conduct audits in accordance with the ISO 9000 series of standards. Combines presentations and case studies with individual and group exercises to teach the skills required to perform internal quality, health and safety audits. This course adheres to ISO 19011:2002 auditing guidelines and emphasizes the Process Approach to auditing.

Feb 15-16 .....Belleville, ON

May 14-15 .....Guelph, ON

Jun 14-15 .....Mississauga, ON

Mar 12-13 .....Ottawa, ON

May 23-24 .....Sudbury, ON

Jun 20-21 .....Calgary, AB

Mar 26-27 .....Saint John, NB

Jun 7-8 .....Edmonton, AB

Apr 2-3 .....Halifax, NS

Jun 11-12 .....Timmins, ON

## OHSAS 18001:2007 RABQSA Lead Auditor

5 Days

\$1,995

(In Conjunction with CSA Group) Participants are guided through the entire audit process, from managing an audit program to reporting on audit results, gaining necessary auditing skills through a balance of tutorials, role-playing, group workshops and open discussions. This is a RABQSA approved Lead Auditor Course that includes an exam at the end of Day 5. Participants passing the exam will receive RABQSA Lead Auditor certification.

Mar 19-23 .....Mississauga, ON\*

Apr 16-20 .....Calgary, AB\*

May 28 – Jun 1 .....Sudbury, ON

## Understanding & Implementing CSA Z1000-06

2 Days

\$895

Provides a detailed overview of the requirements of CSA Z1000-06, Canada's National Standard for occupational health and safety management. Attendees will develop a solid understanding of how to create an effective policy for health and safety in their organization.

Mar 1-2 .....Ottawa, ON

May 17-18 .....Edmonton, AB

May 29-30 .....Mississauga, ON

Mar 12-13 .....Halifax, NS

## CSA Z1000-06 Internal Auditor

2 Days

\$895

Provides a detailed overview of the requirements of CSA Z1000-06, Canada's National Standard for occupational health and safety management. The course uses practical exercises and group discussions to teach participants how to audit these requirements in their organization.

Mar 8-9 .....Ottawa, ON

Jun 4-5 .....Edmonton, AB

Jun 12-13 .....Mississauga, ON

Mar 29-30 .....Halifax, NS

## CSA Z1000-06 Lead Auditor

5 Days

\$1,695

(In Conjunction with CSA Group) An intensive, advanced level course geared toward those who will be involved in third-party, second-party (supplier) or internal Z1000-06 Occupational Health and Safety system audits.

This course is available on-site only.

### \*\*\*Additional Health & Safety Courses\*\*\*

Available On-Site – Please contact us at [info@thebrc.ca](mailto:info@thebrc.ca) or (888) 535-1401 for a course outline and quote.

Understanding & Implementing OHSAS 18001:2007 & CSA Z1000-06 (2 Days)

OHSAS 18001:2007 & CSA Z1000-06 Internal Auditor (2 Days)

Due Diligence

Hazard Identification & Assessment

TDG (Transportation of Dangerous Goods)

# INTEGRATED MANAGEMENT SYSTEMS

## Understanding Integrated ISO 9001 / 14001 / 18001

2 Days

\$995

This course highlights the requirements of the ISO 9001:2008 Quality Management System, the ISO 14001:2004 Environmental Management System, and the OHSAS 18001:2007 Occupational Health and Safety Management System. It clarifies and provides guidance on what is involved in a practical, working, integrated management system in any business environment.

Feb 27-28 .....Ottawa, ON  
Mar 12-13 .....Halifax, NS

Jun 7-8 .....Mississauga, ON  
Jun 13-14 .....Calgary, AB

Jun 13-14 .....Edmonton, AB

## Integrated ISO 9001 / 14001 / 18001 Internal Auditor

3 Days

\$1,250

A review of the ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007 standards followed by in-depth instruction on how to conduct audits in accordance with the ISO 9000 series. Combines presentations and case studies with individual and group exercises to teach the skills required to perform integrated quality, environmental and health & safety audits.

Feb 6-8 .....Victoria, BC  
Mar 14-16 .....Ottawa, ON  
Mar 26-28 .....Halifax, NS  
Mar 26-28 .....Saint John, NB

Mar 28-30 .....Montreal, QC (EN)  
May 2-4 .....Timmins, ON  
May 9-11 .....Thunder Bay, ON  
May 16-18 .....Winnipeg, MB

Jun 11-13 .....Mississauga, ON  
Jun 18-20 .....Calgary, AB  
Jun 18-20 .....Edmonton, AB  
Jun 18-20 .....Sudbury, ON

### \*\*\*Additional Integrated Courses\*\*\*

Available On-Site – Please contact us at [info@thebrc.ca](mailto:info@thebrc.ca) or (888) 535-1401 for a course outline and quote.

### Understanding Integrated Management Systems

ISO 9001 / ISO 14001 (2 days) , ISO 9001 / OHSAS 18001 (2 days) , ISO 14001 / OHSAS 18001 (2 days)

### Integrated Internal Auditor for the following combinations:

EISO 9001 / ISO 14001 (2 days) , ISO 9001 / OHSAS 18001 (2 days) , ISO 14001 / OHSAS 18001 (2 days)

# AEROSPACE / AS9100

## Understanding & Implementing AS9100 Rev. C

2 Days

\$1,050

Provides a basic understanding of the requirements for a QMS based upon SAE AS9100 Rev C, its inter-relationship with other elements of the AS9100 family of standards and the base, ISO 9001:2008. It will cover areas of management responsibilities and prepare managers/supervisors and prospective auditors to learn what needs to be in place to meet the requirements of the standard.

Apr 16-17 .....Montreal, QC (EN)  
Apr 30 – May 1 .....Winnipeg, MB

May 10-11 .....Ottawa, ON  
May 22-23 .....Mississauga, ON

Jun 4-5 .....Halifax, NS

## AS9100 Rev. C Internal Auditor

2 Days

\$1,050

Prepares internal auditors to perform effective process audits under the auspices of AS 9100 Rev. C and managers/supervisors to take full advantage of the internal audit process. A mixture of tutorial and practical exercises are used to offer guidance for Internal Auditors, who are preparing to implement, maintain or improve an internal audit program for their AS9100 management system.

Jan 30-31 .....Winnipeg, MB  
Feb 13-14 .....Mississauga, ON  
Apr 26-27 .....Montreal, QC (EN)  
Apr 30-May 1 .....Mississauga, ON

May 7-8 .....Charlottetown, PE  
May 14-15 .....Winnipeg, MB  
May 24-25 .....Ottawa, ON  
May 30-31 .....Vancouver, BC

Jun 4-5 .....Montreal, QC (FR)  
Jun 14-15 .....Halifax, NS

### \*\*\*Additional Aerospace Courses\*\*\*

Available On-Site – Please contact us at [info@thebrc.ca](mailto:info@thebrc.ca) or (888) 535-1401 for a course outline and quote.

AS9100 Rev. C Upgrade Refresher (1 Day)

# MEDICAL DEVICES / ISO 13485

## Understanding & Implementing ISO 13485:2003

2 Days

\$995

Delivers a broad understanding of the ISO 13485:2003 requirements, offers guidance on implementing an ISO 13485 QMS for medical devices in your organization, and introduces the concepts laid out in ISO 14971 (Risk Assessment for Medical Devices).

Mar 12-13 .....Burlington, ON  
Mar 21-22 .....Mississauga, ON

Apr 12-13 .....Ottawa, ON  
May 24-25 .....Vancouver, BC

Jun 4-5 .....Montreal, QC (EN)

## ISO 13485:2003 Internal Auditor

2 Days

\$995

Provides participants with an understanding of the ISO 13485:2003 standard and requirements and establishes basic auditing principles. Through workshops and exercises participants will learn to interpret the ISO 13485 requirements for their own company, as well as plan and conduct internal and supplier audits.

Apr 4-5 .....Burlington, ON  
Apr 12-13 .....Mississauga, ON

Apr 26-27 .....Ottawa, ON  
Jun 11-12 .....Vancouver, BC

Jun 14-15 .....Montreal, QC (EN)

## Understanding ISO 14971:2007 (Risk Management)

1 Day

\$595

Discusses the general principles of risk management, reviews the general requirements of ISO 14971:2007, walks through the steps involved in the risk management process, and reviews the tools provided in the Annexes of the 14971 standard. Exercises are designed to place you in the mindset necessary for risk analysis and management.

Mar 15 .....Burlington, ON  
Mar 26 .....Mississauga, ON

Apr 16 .....Ottawa, ON  
May 23 .....Vancouver, BC

Jun 11 .....Montreal, QC (EN)

### \*\*\*Additional Medical Device Courses\*\*\*

Available On-Site – Please contact us at [info@thebrc.ca](mailto:info@thebrc.ca) or (888) 535-1401 for a course outline and quote.

Understanding ISO 14971 with Title 21 CFR Part 820 (1 Day)

# TESTING & CALIBRATION LABORATORIES / ISO 17025

## Understanding & Implementing ISO 17025:2005

2 Days

\$995

Ensures an understanding of the ISO 17025:2005 standard and provides clarity and guidance on the steps required to implement a Quality Management System in a testing and/or calibration laboratory.

Mar 12-13 .....Burlington, ON  
Mar 19-20 .....Mississauga, ON  
Mar 19-20 .....Winnipeg, MB

Apr 17-18 .....Ottawa, ON  
Apr 26-27 .....Guelph, ON  
May 31 – Jun 1 .....Halifax, NS

Jun 7-8 .....Montreal, QC (EN)

## ISO 17025:2005 Internal Auditor

2 Days

\$995

A review of the ISO 17025:2005 standard followed by in-depth instruction on how to conduct audits in accordance with the ISO 9000 series of standards. Combines presentations and case studies with individual and group exercises to teach the skills required to perform internal quality audits.

Mar 19-20 .....Saskatoon, SK  
Mar 26-27 .....Winnipeg, MB  
Apr 2-3 .....Burlington, ON  
Apr 10-11 .....Mississauga, ON

Apr 30 – May 1 .....Ottawa, ON  
May 8-9 .....Guelph, ON  
May 28-29 .....Victoria, BC  
Jun 4-5 .....Vancouver, BC

Jun 11-12 .....Halifax, NS  
Jun 18-19 .....Montreal, QC (EN)

### \*\*\*Additional Testing & Calibration Laboratories Courses\*\*\*

Available On-Site – Please contact us at [info@thebrc.ca](mailto:info@thebrc.ca) or (888) 535-1401 for a course outline and quote.

Measurement of Uncertainty

## AUDITING SERVICES

The BRC's highly trained and qualified staff is ready to assist with your audits:

- Pre-Assessment Audits
- Internal / Maintenance Audits
- One-time or recurring assistance
- Complete and professional reports

Use us as your audit team!

Email us or Call us today – (888) 535-1401 for more information or a no obligation quote.

## IMPLEMENTATION & QMS MANAGEMENT SERVICES

We can help you with your Management System!

Our **implementation services** range from guidance and facilitation all the way to full project management and execution.

And our **QMS management services** are designed to handle the ongoing maintenance of your QMS for you...worry free!

Email us or Call us today – (888) 535-1401 for more information or a no obligation quote.

# AUTOMOTIVE / TS16949

## Understanding & Implementing TS 16949:2009

2 Days

\$995

Ensures an understanding of the TS 16949:2009 standard and its linkages to ISO 9001:2008, and provides clarity and guidance on the steps required to implement a Quality Management System in a variety of production and service environments.

Jan 12-13 .....Burlington, ON      Apr 2-3 .....Windsor, ON      Apr 26-27 .....Guelph, ON  
Jan 16-17 .....Mississauga, ON

## TS 16949:2009 Internal Auditor

2 Days

\$995

A brief review of the TS 16949:2009 standard followed by in-depth instruction on how to conduct audits in accordance with the ISO 9000 series of standards. Combines presentations and case studies with individual and group exercises to teach the skills required to perform internal quality audits. This course adheres to ISO 19011:2002 auditing guidelines and emphasizes the Process Approach to auditing.

Jan 11-12 .....Belleville, ON      Apr 23-24 .....London, ON      Jun 4-5 .....Mississauga, ON  
Jan 17-18 .....Burlington, ON      May 3-4 .....Toronto East, ON      Jun 11-12 .....Montreal, QC (FR)  
Jan 26-27 .....Mississauga, ON      May 7-8 .....Guelph, ON  
Apr 16-17 .....Windsor, ON      May 8-9 .....Belleville, ON

## Core Tools (FMEA, MSA, PPAP, APQP, SPC)

2 Days

\$995

Provides participants with a working knowledge of FMEA, APQP and PPAP through discussions, presentations and hands-on exercises. Also includes an introduction to MSA and SPC and outlines how they can be used as a tool in your Quality Management System.

Feb 2-3 .....Burlington, ON      May 7-8 .....London, ON      May 17-18 .....Guelph, ON  
Feb 9-10 .....Mississauga, ON      May 10-11 .....Toronto East, ON      May 28-29 .....Mississauga, ON  
Apr 23-24 .....Windsor, ON      May 16-18 .....Belleville, ON

### \*\*\*Additional Automotive Courses\*\*\*

Available On-Site – Please contact us at [info@thebrc.ca](mailto:info@thebrc.ca) or (888) 535-1401 for a course outline and quote.

TS 16949:2009 Internal Auditor Refresher (1 Day)

Advanced Automotive Auditing Skills (3 Days)

5S – Safe, Clean & Organized (1-2 Days)

Lean Six Sigma (2 Days)

DoE – Design of Experiments (2-4 Days)

MSA – Measurement Systems Analysis

GD&T – Geometric Dimensioning and Tolerance

PPAP – Production Part Approval Process

Value Stream Mapping (1 Day)

APQP – Advanced Product Quality Planning

Lean Manufacturing

SPC – Statistical Process Control

# QUALITY & AUDITING SKILLS



## Fundamental Auditing Skills

1 Day

\$595

The "Fundamental Auditing Skills" course introduces the principles and practices of effective internal audits, using ISO 19011 "Guidelines for Quality and/or Environmental Management Systems Auditing" as a guide to best practices. Students will be introduced to basic auditing skills, learn auditor roles and responsibilities, and be introduced to the basic concepts of continual improvement. This course is intended for new auditors or auditors looking for a "refresher".

Mar 7 .....Halifax, NS  
May 28 .....Ottawa, ON

Jun 11 .....Mississauga, ON

Jun 20 .....Edmonton, AB



## Advanced Auditing Skills

2 Days

\$995

A more in-depth auditing course for experienced auditors, "Advanced Auditing Skills" refreshes the fundamental auditing skills and continual improvement tools. Participants also receive instruction on how to plan an audit program, select and manage an audit team, conduct opening and closing meetings, prepare audit reports and findings, and effectively identify opportunities for improvement.

May 29-30 .....Ottawa, ON  
Jun 12-13 .....Mississauga, ON

Jun 21-22 .....Edmonton, AB

Jun 26-27 .....Halifax, NS

## Root Cause Analysis

2 Days

\$895

Participants will learn how to localize the occurrence of a problem before attempting to identify its root causes, and how to manage the problem solving process to prevent recurrence. Workshops and exercises address the necessity to agree on the definitions of the problem and how to resolve issues concerning methods of measurement, instrumentations, procedures etc.

Feb 23-24 .....Saint John, NB  
Mar 8-9 .....Halifax, NS  
Mar 12-13 .....Edmonton, AB  
Mar 15-16 .....Ottawa, ON  
Apr 23-24 .....Sudbury, ON  
Apr 25-26 .....Belleville, ON  
Apr 30 – May 1 .....Vancouver, BC  
Apr 30 – May 1 .....Windsor, ON

May 3-4 .....Montreal, QC (FR)  
May 3-4 .....Winnipeg, MB  
May 10-11 .....London, ON  
May 10-11 .....Montreal, QC (EN)  
May 14-15 .....Guelph, ON  
May 14-15 .....Moncton, NB  
May 24-25 .....Toronto East, ON  
May 31 – Jun 1 .....Ottawa, ON

May 31 – Jun 1 .....Saint John, NB  
Jun 8-9 .....Burlington, ON  
Jun 11-12 .....Halifax, NS  
Jun 11-12 .....Saskatoon, SK  
Jun 14-15 .....Mississauga, ON  
Jun 18-19 .....Calgary, AB  
Jun 21-22 .....Edmonton, AB

## Process Mapping

2 Days

\$995

This course will provide the participants with an understanding of what a process is and how to define it. Participants will use real life problems to learn the practical techniques required to develop Process Maps and how to use Process Mapping as a tool for process analysis and improvement.

Mar 13-14 .....Ottawa, ON  
Mar 26-27 .....Winnipeg, MB  
Apr 25-26 .....Sudbury, ON  
Apr 30 – May 1 .....Montreal, QC (EN)

May 1-2 .....Belleville, ON  
May 14-15 .....Windsor, ON  
May 22-23 .....Guelph, ON  
May 22-23 .....Mississauga, ON

May 31 – Jun 1 .....Halifax, NS  
Jun 4-5 .....Edmonton, AB  
Jun 14-15 .....Calgary, AB

### \*\*\*Additional Quality & Auditing Skills Courses\*\*\*

Available On-Site – Please contact us at [info@thebrc.ca](mailto:info@thebrc.ca) or (888) 535-1401 for a course outline and quote.

ISO 19011:2011 & the Process Approach to Auditing (2 Days)

Auditing for 2<sup>nd</sup> Party Audits (2 Days)

Basics of Problem Solving & Continual Improvement (1-2 Days)

Layered Process Auditing (1-2 Days)

Measuring Customer Satisfaction (1 Day)

ISO/TR 10013:01 – Writing QMS Documentation (1 Day)

# MANUFACTURING SERVICES

## FMEA (Failure Modes and Effects Analysis) – Intermediate Level

2 Days

\$995

This course will help participants acquire the knowledge and skills necessary to understand and interpret the FMEA 4<sup>th</sup> Edition guideline requirements for their respective companies and how to develop and implement FMEAs within their company operations. Through exercises and workshops, the course presents DFMEA and PFMEA examples and covers various types of FMEAs: review risk priority, severity, occurrence and detection.

Mar 29-30 .....Winnipeg, MB  
Apr 2-3 .....Mississauga, ON

May 3-4 .....Windsor, ON  
May 31 – Jun 1 .....Guelph, ON

Jun 18-19 .....Montreal, QC (EN)

## GD&T (Geometric Dimensioning & Tolerancing)

2 Days

\$995

Participants will discover cost savings at the design, manufacturing and inspection stages of the organization as a result of the proper application and implementation of the GD&T system. Participants will learn how to recognize and apply bonus geometric tolerances, rework parts to meet requirements, use functional gauges to effectively verify geometric requirements, and more.

Mar 19-20 .....Mississauga, ON  
Mar 29-30 .....Windsor, ON  
Apr 23-24 .....Montreal, QC

Apr 23-24 .....Ottawa, ON

June 12-13 .....Kitchener, ON

### \*\*\*Additional Manufacturing Services Courses\*\*\*

**Available On-Site** – Please contact us at [info@thebrc.ca](mailto:info@thebrc.ca) or (888) 535-1401 for a course outline and quote.

5S – Safe, Clean & Organized (1-2 Days)  
DoE – Design of Experiments (2-4 Days)  
Value Stream Mapping (1 Day)  
Lean Manufacturing  
Lean Six Sigma (2 Days)

MSA – Measurement Systems Analysis  
PPAP – Production Part Approval Process  
APQP – Advanced Product Quality Planning  
SPC – Statistical Process Control

## COMPLIMENTARY RESOURCE MATERIALS

We have a wide variety of complimentary resources available for the major ISO standards and other topics. You are welcome to request our catalogue of materials. Items of interest will be forwarded to you.

[Email us](#) to receive the catalogue.

## OTHER COURSES & SERVICES AVAILABLE FROM THE BRC

**Available On-Site** – Please contact us at [info@thebrc.ca](mailto:info@thebrc.ca) or (888) 535-1401 for a course outline and quote.

### Emergency / Risk Management

Understanding ISO 31000:2009  
CEMS-07 (Comprehensive Emergency Management Systems)

### Social Responsibility

Understanding ISO 26000:2010

### Management Development

Customer Service Inside & Out  
Effective Communication  
Effective Leadership Skills  
Teams at Work  
The Art of Delegation  
Training Techniques (“Train the Trainer”)  
Project Management

### IT Service Management

Understanding & Implementing ISO 20000:2005  
ISO/IEC 20000:2005 Internal Auditor

### Energy Management

Understanding ISO 50001:2011

### Food Safety

Understanding & Implementing ISO 22000:2005  
ISO 22000:2005 Internal Auditor  
HACCP Essentials  
HACCP Internal Auditor  
FAMI-QS 2009 – Guidance on Requirements