



# COURSE SCHEDULE

January - June 2014



**The Business Resource Centre**

(888) 535-1401 | [www.thebrc.ca](http://www.thebrc.ca) | [info@thebrc.ca](mailto:info@thebrc.ca)

# COURSE CATALOGUE & SCHEDULE

Click on a category below to learn more about our courses,  
training schedule and other services.

## QUALITY & SYSTEMS MANAGEMENT

Essential knowledge, auditing skills, continual improvement, problem solving and other courses integral to the management of quality in your organization.



### Quality Systems

ISO 9001, etc.



### Automotive

TS 16949, Core Tools, etc.



### Health & Safety Systems

OHSAS 18001, CSA Z1000, etc.



### Medical Devices

ISO 13485, ISO 14971, etc.



### Environmental Systems

ISO 14001, etc.



### Testing & Calibration

ISO 17025, etc.



### Integrated Systems

ISO 9001 / 14001 / 18001



### Auditing & Quality Skills

Problem Solving, Continual Improvement



### Aerospace

AS 9100



### Manufacturing

Lean Six Sigma, FMEA, GD&T, etc.



### Online Training

Convenient, efficient & effective.

## MANAGEMENT SKILLS

Leadership training for new and experienced managers and staff throughout the organization.



Leadership Skills  
Time & Communication  
Teamwork & Conflict  
Managing Change  
Project Management

## OTHER SERVICES

Training is just part of what we do.  
Learn more about how The BRC can help.



Auditing  
Consulting  
Documentation  
Implementations  
QMS Management

# QUALITY SYSTEMS / 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. [Click Here for Full Course Details Online](#)

April 14 .....Sudbury, ON      June 2 .....Sudbury, ON

## Understanding & Implementing ISO 9001:2008

2 Days

\$945

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. [Click Here for Full Course Details Online](#)

January 16 - 17 .....Burlington, ON	March 4 - 5 .....Halifax, NS	May 29 - 30 .....Calgary, AB
January 21 - 22 .....Guelph, ON	April 14 - 15 .....St. John's, NL	June 5 - 6 .....Halifax, NS
January 21 - 22 .....Mississauga, ON	April 14 - 15 .....Montreal, QC	June 17 - 18 .....Winnipeg, MB
February 4 - 5 .....Calgary, AB	April 29 - 30 .....Mississauga, ON	June 17 - 18 .....Edmonton, AB
February 11 - 12 .....Ottawa, ON	May 6 - 7 .....Saint John, NB	
February 17 - 18 .....Vancouver, BC	May 12 - 13 .....Ottawa, ON	

## ISO 9001:2008 Internal Auditor

2 Days

\$945

A review of the ISO 9001:2008 standard followed by in-depth instruction on the skills and techniques required to participate as a member of an auditing team. 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 19011:2011 auditing guidelines and emphasizes the Process Approach to auditing. [Click Here for Full Course Details Online](#)

January 28 - 29 .....Mississauga, ON	April 28 - 29 .....Timmins, ON	May 15 - 16 .....Guelph, ON
January 28 - 29 .....Burlington, ON	May 1 - 2 .....Montreal, QC	May 20 - 21 .....Scarborough, ON
January 28 - 29 .....London, ON	May 1 - 2 .....Edmonton, AB	May 26 - 27 .....Ottawa, ON
February 24 - 25 .....Scarborough, ON	May 5 - 6 .....Thunder Bay, ON	June 3 - 4 .....Sudbury, ON
February 26 - 27 .....Ottawa, ON	May 6 - 7 .....Windsor, ON	June 11 - 12 .....Belleville, ON
March 6 - 7 .....Edmonton, AB	May 12 - 13 .....Victoria, BC	June 17 - 18 .....St. John's, NL
March 10 - 11 .....Halifax, NS	May 12 - 13 .....Saint John, NB	June 19 - 20 .....Halifax, NS
March 13 - 14 .....Calgary, AB	May 15 - 16 .....Vancouver, BC	June 23 - 24 .....Calgary, AB
March 17 - 18 .....Belleville, ON	May 15 - 16 .....Mississauga, ON	June 24 - 25 .....Winnipeg, MB
April 15 - 16 .....Sudbury, ON	May 15 - 16 .....Burlington, ON	

## ISO 9001:2008 RABQSA Lead Auditor

5 Days

\$1,650

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. (Course delivered in Conjunction with CSA Group)

[Click Here for Full Course Details Online](#)

January 20 - 24 .....Ottawa, ON	April 7 - 11 .....Calgary, AB*	June 16 - 20 .....Mississauga, ON
February 24 - 28 .....Mississauga, ON*	May 26 - 30 .....Ottawa, ON	June 16 - 20 .....Calgary, AB*

# HEALTH & SAFETY SYSTEMS / 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. [Click Here for Full Course Details Online](#)

April 7 .....Sudbury, ON

## Understanding & Implementing OHSAS 18001:2007

2 Days

\$945

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.

[Click Here for Full Course Details Online](#)

January 28 - 29 .....Halifax, NS

March 4 - 5 .....Mississauga, ON

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

February 6 - 7 .....Ottawa, ON

April 10 -11 .....St. John's, NL

June 4 - 5 .....Calgary, AB

## OHSAS 18001:2007 Internal Auditor

2 Days

\$945

A review of the OHSAS 18001:2007 followed by in-depth instruction on the skills and techniques required to participate as a member of an auditing team. 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 19011:2011 auditing guidelines and emphasizes the Process Approach to auditing. [Click Here for Full Course Details Online](#)

February 13 - 14 .....Belleville, ON

March 20 -21 .....Burlington, ON

June 3 - 4 .....Edmonton, AB

February 24 - 25 .....Ottawa, ON

March 20 -21 .....Mississauga, ON

June 12 - 13 .....Timmins, ON

March 20 - 21 .....Guelph, ON

April 8 - 9 .....Sudbury, ON

June 17 - 18 .....Calgary, AB

March 20 - 21 .....London, ON

May 1 - 2 .....St. John's, NL

## OHSAS 18001:2007 RABQSA Lead Auditor

5 Days

\$1,995

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. (Course delivered in Conjunction with CSA Group)

[Click Here for Full Course Details Online](#)

June 9 - 13 .....Sudbury, ON

## Understanding & Implementing CSA Z1000-06

2 Days

\$945

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. [Click Here for Full Course Details Online](#)

February 6 - 7 .....St. John's, NL

March 13 - 14 .....Halifax, NS

May 22 - 23 .....Edmonton, AB

March 10 -11 .....Ottawa, ON

May 1 - 2 .....Mississauga, ON

## CSA Z1000-06 Internal Auditor

2 Days

\$945

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. [Click Here for Full Course Details Online](#)

February 27 - 28 .....St. John's, NL

March 31 - April 1 .....Ottawa, ON

May 26 - 27 .....Edmonton, AB

March 27 - 28 .....Halifax, NS

May 14 - 15 .....Mississauga, ON

### Additional Health & Safety Management Courses (Available On-Site)

Understanding & Implementing OHSAS 18001 & CSA Z1000 (2 days)

OHSAS 18001 & CSA Z1000 Internal Auditor (2 days)

[Click Here for More Details and to Request a Quote](#)

# ENVIRONMENTAL SYSTEMS / ISO 14001

## Understanding ISO 14001:2004

1 Day

\$595

Highlights the requirements of the ISO 14001:2004 standard and delivers an understanding of what is involved in a practical, working Environmental Management System in any business environment. [Click Here for Full Course Details Online](#)

May 12 .....Sudbury, ON

## Understanding & Implementing ISO 14001:2004

2 Days

\$945

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.

[Click Here for Full Course Details Online](#)

January 23 -24 .....Guelph, ON

January 23 - 24 .....Burlington, ON

February 13 - 14.....Ottawa, ON

March 25 - 26 .....Calgary, AB

April 10 -11 .....Windsor, ON

April 24 - 25.....Edmonton, AB

May 20 -21 .....Halifax, NS

June 9 - 10 .....St. John's, NL

June 16 - 17.....Winnipeg, MB

## ISO 14001:2004 Internal Auditor

2 Days

\$945

A review of the ISO 14001:2004 standard followed by in-depth instruction on the skills and techniques required to participate as a member of an auditing team. 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 19011:2011 guidelines for the auditing of management systems. [Click Here for Full Course Details Online](#)

January 16 - 17 .....Belleville, ON

January 30 - 31 .....Winnipeg, MB

February 4 - 5 .....Guelph, ON

February 4 - 5.....London, ON

February 4 - 5 .....Burlington, ON

February 20 - 21 .....Ottawa, ON

March 27 - 28 .....Vancouver, BC

April 10 - 11 .....Calgary, AB

April 16 - 17 .....Montreal, QC

April 22 - 23 .....Windsor, ON

May 13 - 14 .....Sudbury, ON

May 15 - 16 .....Edmonton, AB

May 27 - 28 .....Guelph, ON

May 27 - 28 .....Burlington, ON

May 27 - 28 .....Mississauga, ON

May 28 - 29 .....Halifax, NS

June 9 - 10 .....Timmins, ON

June 25 - 26 .....St. John's, NL

June 26 - 27.....Winnipeg, MB

### Additional Environmental Management Courses (Available On-Site)

Understanding & Implementing RC14001:2008 (2 days)

[Click Here for More Details and to Request a Quote](#)

# 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.

[Click Here for Full Course Details Online](#)

March 27 - 28 .....St. John's, NL      June 5 - 6 .....Mississauga, ON

## 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.

[Click Here for Full Course Details Online](#)

March 25 - 27 .....Montreal, QC      June 11 - 13.....Winnipeg, MB      June 18 - 20 .....Calgary, AB  
May 5 - 7 .....Timmins, ON      June 16 - 18.....Mississauga, ON      June 18 - 20 .....Edmonton, AB  
May 20 - 22 .....Thunder Bay, ON      June 16 - 18 .....Sudbury, ON

### Additional Integrated Courses (Available On-Site)

#### 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

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

[Click Here for More Details and to Request a Quote](#)

# 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 ISO 9001:2008. It will cover areas of management responsibilities and provides guidance to managers/supervisors and prospective auditors on what needs to be in place to meet the requirements of the standard.

[Click Here for Full Course Details Online](#)

March 13-14.....Ottawa, ON    May 21 - 22.....Mississauga, ON    June 3 - 4 .....Halifax, NS  
April 29 - 30 .....Winnipeg, MB

## AS9100 Rev. C Internal Auditor

2 Days

\$1,050

A review of the AS9100 Revision C standard followed by in-depth instruction on the skills and techniques required to participate as a member of an auditing team. 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 19011:2011 guidelines for the auditing of management systems.

[Click Here for Full Course Details Online](#)

January 20 -21 .....Winnipeg, MB    May 13 - 14 .....Winnipeg, MB    June 10 - 11 .....Burlington, ON  
February 12 - 13.....Mississauga, ON    June 10 -11 .....Mississauga, ON    June 23 - 24 .....Halifax, NS  
April 3-4.....Ottawa, ON

### Additional Aerospace Courses (Available On-Site)

Understanding AS 9110 Rev. B - 2 Days

AS9110 Rev. B Internal Auditor - 2 Days

Understanding AS9120 Rev. A - 2 Days

AS9120 Rev. A Internal Auditor - 2 Days

AS 9100 Rev. C Risk Management - 2 Days

[Click Here for More Details and to Request a 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.

[Click Here for Full Course Details Online](#)

April 8 - 9 .....Burlington, ON      April 8 - 9 .....London, ON      April 24 - 25 .....Mississauga, ON  
April 8 - 9 .....Guelph, ON

## TS 16949:2009 Internal Auditor

2 Days

\$995

A review of the TS 16949:2009 standard followed by in-depth instruction on the skills and techniques required to participate as a member of an auditing team. 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 19011:2011 auditing guidelines and emphasizes the Process Approach to auditing. [Click Here for Full Course Details Online](#)

April 15 - 16 .....Burlington, ON      April 28 - 29 .....Scarborough, ON      May 8 - 9 .....Belleville, ON  
April 15 - 16 .....Guelph, ON      May 1 - 2 .....Mississauga, ON      May 22 - 23 .....Windsor, ON  
April 15 - 16 .....London, 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. [Click Here for Full Course Details Online](#)

April 22 - 23 .....Burlington, ON      April 22 - 23 .....London, ON      May 26 - 27 .....Windsor, ON  
April 22 - 23 .....Guelph, ON      May 15 - 16 .....Belleville, ON      June 5 - 6 .....Mississauga, ON

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

2 Days

\$995

Detailed instruction on FMEA, a team-based risk management technique that recognizes and evaluates the potential failure of a product or process and identifies actions that could eliminate or reduce the chance of the failure occurring. This course will help participants acquire the knowledge and skills necessary to understand and interpret the FMEA 4<sup>th</sup> Edition guideline requirements and to develop and implement FMEAs within their company's automotive manufacturing operations.

[Click Here for Full Course Details Online](#)

March 27 - 28 .....Winnipeg, MB      April 29 - 30 .....Guelph, ON      May 28 - 29 .....Windsor, ON  
April 29 - 30 .....Mississauga, ON

### Additional Automotive Courses (Available On-Site)

8D Problem Solving (1 Day)

MSA (Measurement Systems Analysis) (2 Days)

SPC (Statistical Process Control) (1-2 Days)

APQP (Advanced Product Quality Planning) (1 Day)

APQP & PPAP (1 Day)

APQP, FMEA, Control Plan & Error Proofing (3-4 Days)

TPM (Total Productive Maintenance) & Set-Up Reduction (1 Day)

[Click Here for More Details and to Request a Quote](#)



# 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).

[Click Here for Full Course Details Online](#)

March 31 - April 1 .....Ottawa, ON    April 16 - 17 .....Mississauga, ON

## 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. [Click Here for Full Course Details Online](#)

April 7 - 8 .....Ottawa, ON    April 24 - 25 .....Mississauga, ON    June 26 - 27 .....Burlington, ON

### Additional Medical Device Courses (Available On-Site)

Understanding ISO 14971:2007 (Risk Management) - 1 Day

Understanding ISO 14971:2007 & Title 21 CFR Part 820 - 1 Day

[Click Here for More Details and to Request a Quote](#)

# 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. [Click Here for Full Course Details Online](#)

March 3 - 4 .....Ottawa, ON    June 16 - 17 .....Guelph, ON    June 16 - 17 .....Mississauga, ON  
March 18 - 19 .....Winnipeg, MB    June 16 - 17 .....Burlington, ON

## 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. [Click Here for Full Course Details Online](#)

March 19 - 20 .....Ottawa, ON    June 16 - 17 .....Victoria, BC    June 26 - 27 .....Burlington, ON  
March 25 - 26 .....Winnipeg, MB    June 16 - 17 .....Vancouver, BC    June 26 - 27 .....Guelph, ON  
June 5 - 6 .....Sudbury, ON    June 26 - 27 .....Mississauga, ON

### Additional Testing & Calibration Courses (Available On-Site)

Measurement of Uncertainty (1 Day)

[Click Here for More Details and to Request a Quote](#)

# AUDITING & QUALITY SKILLS

## Advanced Auditing Skills

2 Days

\$995

A more in-depth auditing course for experienced auditors, "Advanced Auditing Skills" quickly refreshes the fundamental auditing skills and then goes on to cover the knowledge and skills required to lead an audit team. Participants 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. [Click Here for Full Course Details Online](#)

February 10 - 11 .....	Guelph, ON	April 3 - 4 .....	Saskatoon, SK	June 16 - 17 .....	Edmonton, AB
February 10 - 11 .....	Burlington, ON	April 24 - 25 .....	Victoria, BC	June 16 - 17 .....	Calgary, AB
February 10 - 11 .....	London, ON	May 29 - 30 .....	Halifax, NS	June 16 - 17 .....	Ottawa, ON
March 24 - 25 .....	Edmonton, AB	May 29 - 30 .....	Mississauga, ON		

## Root Cause Analysis

2 Days

\$945

This course covers the Root Cause Analysis method of problem solving that focuses on solving problems by identifying and correcting the root cause(s), as opposed to treating the symptoms. Participants will receive an overview of problem solving techniques and approaches, as well as detailed instruction on the different tools and techniques used as part of the Root Cause Analysis approach. [Click Here for Full Course Details Online](#)

January 30 - 31 .....	Burlington, ON	March 17 - 18 .....	Ottawa, ON	June 5 - 6 .....	Sudbury, ON
January 30 - 31 .....	Guelph, ON	March 20 - 21 .....	Saskatoon, SK	June 9 - 10 .....	Ottawa, ON
January 30 - 31 .....	London, ON	March 27 - 28 .....	Belleville, ON	June 12 - 13 .....	Winnipeg, MB
February 20 - 21 .....	Saint John, NB	April 28 - 29 .....	Vancouver, BC	June 12 - 13 .....	Guelph, ON
February 27 - 28 .....	Scarborough, ON	April 28 - 29 .....	Victoria, BC	June 17 - 18 .....	Halifax, NS
February 27 - 28 .....	Belleville, ON	April 29 - 30 .....	Montreal, QC	June 12 - 13 .....	Mississauga, ON
March 6 - 7 .....	Halifax, NS	May 14 - 15 .....	Saint John, NB	June 18 - 19 .....	Calgary, AB
March 10 - 11 .....	Calgary, AB	May 20 - 21 .....	Windsor, ON	June 23 - 24 .....	Edmonton, AB
March 13 - 14 .....	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. [Click Here for Full Course Details Online](#)

February 5 - 6 .....	Mississauga, ON	April 3 - 4 .....	Calgary, AB	June 26 - 27 .....	Halifax, NS
February 24 - 25 .....	Ottawa, ON				

## Additional Auditing & Quality Skills Courses (Available On-Site)

Fundamental Auditing Skills - 1 Day

Introduction to Root Cause Analysis - 1 Day

ISO 19011 & The Process Approach to Auditing - 2 Days

Quality Assurance Auditing & Risk Management - 2 Days

8D Problem Solving - 1 Day

Basics of Problem Solving & Continual Improvement - 2 Days

Process Mapping, Problem Solving & Continual Improvement - 2 Days

Layered Process Auditing - 2 Days

Measuring Customer Satisfaction - 1 Day

Quality Improvement - 2 Days

Second Party Auditing Skills - 2 Days

[Click Here for More Details and to Request a Quote](#)

# MANUFACTURING SERVICES

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

**2 Days**

**\$995**

Detailed instruction on FMEA, a team-based risk management technique that recognizes and evaluates the potential failure of a product or process and identifies actions that could eliminate or reduce the chance of the failure occurring. This course will help participants acquire the knowledge and skills necessary to understand and interpret the FMEA 4<sup>th</sup> Edition guideline requirements and to develop and implement FMEAs within their company's automotive manufacturing operations.

[Click Here for Full Course Details Online](#)

**March 27 - 28** .....Winnipeg, MB  
**April 29 - 30**.....Mississauga, ON

**April 29 - 30** .....Guelph, ON

**May 28 - 29** .....Windsor, ON

## **Additional Manufacturing Courses (Available On-Site)**

**8D Problem Solving - 1 Day**

**Understanding 5S - 1 Day**

**GD&T - 2-3 Days**

**Lean Six Sigma Executive Overview - 1/2 Day**

**MSA (Measurement Systems Analysis) - 2 Days**

**SPC (Statistical Process Control) - 1-2 Days**

**APQP (Advanced Product Quality Planning) - 1 Day**

**APQP & PPAP - 1 Day**

**APQP, FMEA, Control Plan & Error Proofing - 3-4 Days**

**TPM (Total Productive Maintenance) & Set-Up Reduction - 1 Day**

**DoE (Design of Experiments) - Introduction - 3-4 Days**

**Value Stream Mapping (Introduction) - 1 Day**

[Click Here for More Details and to Request a Quote](#)

# ONLINE TRAINING

Lower training costs and increase knowledge in your organization.

## What It Is

Our Online Training consists of interactive courses delivered via the Internet, using technology to overcome the limitations of time, distance and resources. Organized into modules, Online Training courses consist of text slides, audio, video, scenarios, quizzes and other elements, and can be completed in stages, at your own pace, on your own schedule.



## Who It Is For

Online Training is an effective and flexible option for all learners. In particular, it is a powerful option for companies looking to train more people, faster, without the challenges of scheduling, geography, etc.

## Where To Get It

Anywhere....anytime. All you need is a computer and access to the Internet. Courses are laid out in small modules that allow you to start and stop as you please. It's that simple.

## Why Online Training

**Start your training now.** Some things can't wait, and eLearning courses take just a few mouse-clicks to get started.

**Train more people** by making the course material accessible to more employees - anywhere in the world...anytime.

**Avoid scheduling conflicts** that come with instructor-led courses. eLearning courses can be completed in modules at your own pace...when it is most convenient for you.

**Reduce costs** associated with taking people away from the office, out of the field, or off the production line.

### Online Training vs. Instructor Led Courses

Online Training is not the best option for all people or all course material.

Instructor-led courses offer a different level of face-to-face interaction and group activity that is critical for more advanced or team-based topics that depend heavily on the expertise and experience of our trainers.

We focus our Online Training courses on the subject matter than can be most effectively understood and retained.

## ...and Why The BRC

The unique value of our eLearning courses lies in our highly engaging approach to learning. Our courses are interactive and dynamic, using examples, analogies and scenarios to bring the information to life in a way that is practical and applicable.

Beyond simply providing information, we go the extra mile to add the context and depth that is critical to developing a true understanding of the subject matter.

## When...

Coming soon.

[Click here to join our mailing list](#) and be alerted when courses become available.



# MANAGEMENT SKILLS

## Management Development - Level I

**Designed for new managers** looking to develop their skills to more effectively manage time & people. These 1 Day, on-site courses include group instruction and workshops, and can be shortened to 1/2 Day seminars and combined for broader training.

### How to Succeed as a Manager

Learn communication skills & strategies, personal organization techniques, approaches to problem solving, how to take control of the work day / place, and tips for boosting productivity.

Ideal for aspiring, new or current managers with no formal training.

[View Full Course Details Online](#)

### Effective Communication in the Workplace

Understand the principles of effective communication and its impact in the workplace, and practice real strategies for persuading, negotiating and communicating effectively.

Designed for managers, but beneficial to employees at all levels.

[View Full Course Details Online](#)

### Dealing with People (Difficult or Otherwise)

Understand the types of difficult people and their motivations, learn to manage your reactions, & develop goals/strategies for overcoming negativity and getting results from team members.

Beneficial for managers and employees at all levels of experience.

[View Full Course Details Online](#)

### Taking Control of Time and Priorities

Learn to take control of the work environment by planning your day, prioritizing tasks, delegating to other and limiting distractions.

Impactful training that will boost the productivity of managers, administrators and busy employees.

[View Full Course Details Online](#)

## Management Development - Level II

**Designed for experienced managers** looking to cultivate their corporate culture and maximize leadership skills. These 1 Day, on-site courses include group instruction and workshops, and can be shortened to 1/2 Day seminars and combined for broader training.

### Effective Leadership Skills

Understand the skills and values of great leaders and learn to build relationships, lead diverse groups, manage change & align priorities with your organization's strategic direction.

A higher level of training for managers looking to become leaders.

[View Full Course Details Online](#)

### Developing and Motivating Effective Teams

Learn the characteristics and skill-sets of productive teams, and the keys to managing team growth and development.

For experienced leaders charged with the responsibility of keeping teams, and the organization, working effectively.

[View Full Course Details Online](#)

### Managing Workplace Conflict

Go beyond the individual relationship and understand how conflict impacts the workplace.

Learn how to constructively address problem behaviour, deal with team emotions and dynamics, and model appropriate conduct.

[View Full Course Details Online](#)

### Successfully Managing Change

Understand the forces behind organizational change & the impact it can have on employees, customers & stakeholders.

Experienced leaders will learn plans, strategies & actions for developing resilience & guiding people through change.

[View Full Course Details Online](#)

## Project Management

**For professional project managers or employees in a matrix or project environment**, these courses present best practices to plan and run projects to ensure successful delivery and stakeholder satisfaction.

These courses may be applied toward the education/training requirements of the CAPM or PMP certifications.

### Introduction to Project Management (1 Day)

Understand the basic fundamentals, tools and concepts required to plan, manage and close a project, including structure, scheduling, costs, communication, risk and other elements.

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### Intermediate & Advanced Project Management

Designed for participants with introductory knowledge, this course material follows the Product Management Body of Knowledge as is tailored to your specific needs.

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# OTHER COURSES

## Oil & Gas

Understanding & Implementing API Spec Q1 - 2 Days

## Emergency Management

Comprehensive Emergency Management (2 Days)

## Food Safety Management

Understanding & Implementing ISO 22000:2005 (1 Day)

ISO 22000:2005 Internal Auditor (2 Days)

## Risk Management

Understanding ISO 30001:2009 (1 Day)

## Energy Management

Understanding ISO 50001:2011 (1 Day)

## Configuration Management

Understanding ISO 10007:2003 (1 Day)

# OTHER SERVICES AVAILABLE FROM THE BRC

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