

QUALITY REVIEW

A Newsletter for Quality Management Professionals

September
2014

IN THIS EDITION

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<p>ISO 9001:2015 Things to Consider</p> <p>Comments and thoughts on the draft version of the standard. And what you can be doing now to get ready.</p>	<p>Preparing for ISO 9001:2015</p> <p>A new 1-day training course available across Canada. Get the knowledge you need to prepare for transition.</p>	<p>BRC Course Catalogue & Schedule</p> <p>July - Dec 2014</p>	<p>Ask the Expert</p> <p>BRC Consultant Ted Uffen answers a question about using personal instruments to verify product.</p>	<p>Online Training for ISO 9001</p> <p>Expand knowledge and awareness with affordable and convenient training for your organization.</p>
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ISO 9001:2015 - Things to Consider

By Michael Haycock, Sr. BRC Consultant

The draft document for the 9001:2015 standard has been released, but is still being reviewed. Here is a high level overview for you, along with some things to consider.

Changes to Structure – There are now 10 requirements instead of the current 8 for 9001:2008. The intent for the change to structure is "harmonization" - at some point the 9001/14001/18001 will structurally match up, and there would then eventually be changes to the industry standards also (Aerospace, Medical Devices, Testing & Calibration, Automotive, etc.). But in the meantime...for you...this means potential significant structural changes to your documentation.

Content - Aside from the structure, the content has been moved around. This is not a nice neat 1 for 1. Portions of 2008 will in some cases be located in multiple sections of 2015.

A couple of quick examples:

- Documentation...which was in requirement 4...is now in requirement 7.
- Design...which was in section 7.3...is now in section 8.5.

Unfortunately this will not be the nice neat transition that we saw from ISO 9001:2000 to ISO 9001:2008.

Section 5 which was "Management Responsibility" is now "Leadership". Top management appears to have more responsibility for the management of the QMS – much of which was delegated to the management representative in the past. While the need to address these requirements still appears to be present, there is no specific "role" of Management Representative identified (thus the additional inclusion of Top Management – just opinion.)

Risk has been identified and is expected to be covered throughout a variety of requirements. This doesn't have to be difficult but it is a different focus than the QMS has had in previous editions. The actual applied concept of risk and the use of this language is (in my opinion) quite significant.



The word “context” has been used in this version, with the intent that the organization recognize it has some understanding of the impact it has on the world around it (the “context” is the environment in which it carries out it’s work).

There is no specific requirement for a Quality Manual, or documented procedures for that matter. The requirement is for “documented information”. There is not currently a separate sub-section for records – it is included in documented information.

There is control of nonconforming product (8.6.5) and, separately, nonconformity and corrective action (10.1). Ultimately, this will make things clearer for some of you and not so clear for others.

Preventive Action is no longer identified as a requirement. Requirement 10 is "Improvement" which includes section 10.2 Continual Improvement.

Canada has representatives on technical committees that create and change standards. Canada at one time had the Secretariat for TC176 which was the ISO 9000 series of standards. This was done primarily through CSA and SCC. If you have comment on what is occurring you should make an effort to have your voice heard. When it goes to final draft (FDIS) no more changes will be allowed – it will be voted up or down.

We hope what becomes known becomes a little less “frightening”. We have shared this little bit with you to give you a “heads up” but add a note of caution because the changes have not been finalized and there are some very subtle changes in the draft document.

Some thoughts for you on next steps...

TRAIN

Introductory training courses are now available to walk you through the draft version and discuss the changes currently proposed.

The BRC's "[Preparing for ISO 9001:2015](#)" will you prepare you for the transition and ongoing application of the new standard.

Visit our [course page](#) for more details and a list of course dates across Canada.

KEEP IN TOUCH

Keep in touch with The BRC for newsletters, blog posts, and more...

Follow us on...



GET INVOLVED

Obtain a copy of the Draft ISO 9001:2015 Standard

[Purchase a copy](#) from the ISO website, or [Download a copy](#) posted by NSAI in Ireland.

Comment on the Draft Version

Be part of the process! All feedback and comments regarding the draft version of ISO 9001:2015 can be [submitted through SCC](#), the ISO Member Organization representing Canada.



Preparing for ISO 9001:2015 (Public Training Course)

An opportunity for organizations to understand the proposed changes to the ISO 9001 standard and how they will affect your Quality Management System.

Overview

The 2015 edition of the ISO 9001 standard is currently in draft revision, with publication currently anticipated in late 2015.

This course provides an overview of the draft revision of ISO 9001:2015 and addresses how the potential changes to the standard's requirements could impact your Quality Management System. An experienced instructor will explain the clauses of the standard and lead discussions on some of the new concepts and approaches contained in the draft.

The course will also explore the timeframe for implementation of any new requirements and offer general advice and guidance on an approach to transitioning your Quality Management System.

Learning Objectives

- Understand the "Structured Layer" format.
- Become familiar with the new standard's requirements.
- Understand Risk Management and its practical implications.
- Recognize the main changes within the draft.
- Understand the timeline for transition.
- Gather the knowledge required to establish an early plan.

Who Should Take It?

This course is designed for people within the organization who need to be familiar with the requirements of the upcoming revision to the ISO 9001 standard.

This includes, but is not limited to:

- Those responsible for transitioning their QMS
- Senior Management
- ISO Coordinators, Quality Managers & Management Reps
- Members of the Quality Team and/or Internal Audit Team
- ISO 9001 Auditors and Quality Professionals

IT'S COMING...



1 Day
(8:30am - 5:00pm)

\$395 / person
(40% discount for 2nd person)

Course Dates & Locations

- Dec. 12Edmonton, AB
- Dec. 15Halifax, NS
- Dec. 17Calgary, AB
- Dec. 17Mississauga, ON
- Dec. 17Ottawa, ON
- Dec. 17Winnipeg, MB

[Register Online Here](#)

or call us at (888) 535-1401

"For anyone interested in organizational improvement, BRC courses provide a wealth of information in a clear, concise package. The curriculum and instruction are top-notch. Emphasizing real-world importance, their courses de-mystify the subject and reinforce our learning through relevant examples and exercises.

Meaningful information + practical application = knowledge I can use to better my organization."

- Mark Lipson, Quality Officer, DND

Ask the Expert ***with Ted Uffen***

Question:

Our QMS and SOP state “Personal instruments are not to be used for final verification purposes”. In discussions with our Mech Dept, they use personal tools (specifically micrometers) which are checked to an externally calibrated set of standards prior to each use. Machinists don’t feel that micrometers or calipers should be included in the above QMS/SOP statement. These personal tools are calibrated in house annually and internal forms capture the calibration data. We are currently looking at either changing our QMS/SOP language or ensuring a better awareness of quality requirements for final verification.

My question is: if there was ever an issue with customer property and it was discovered that a personal tool was used for final verification, who could be liable for this? Could the liability ever be on the employee because it was a personal tool, or does liability always stay with the company? Does the company take on liability by endorsing calibration of personal tools?

- Anonymous

Answer:

Interesting series of questions! Let’s see how best to answer them.

In all cases, the company has full liability for any work done under contract to the firm. By using personal tools to conduct measurements, employees are unnecessarily exposing themselves to the potential for liability, if the measurements are found to be in error as a result of a calibration problem. This is why we tend to discourage the use of personal tools, unless there is a record of calibration.

It is normal practice for any trained machinist to check the tools to a Reference Standard prior to use. If the device is used to perform a check of a set-up parameter, under ISO 9001, it technically does not require calibration, although this is considered to be a “Best Practice”. Calibrated devices are required for the conduct of measurements involving the acceptability of product.

Staff are checking the micrometers prior to each use – is there a record of the check? If so, no problem. No record, potential issue.

If the Standard is calibrated and traceable, then we are halfway there. If they record the check conducted prior to taking the measurement, there is no issue at all. Some small shops prefer this method of conducting measurements, as it removes the need to routinely calibrate equipment that may not see usage on a regular basis. They even go so far as to track the calibration status of the reference standards issued to or held by each worker.

If the micrometer is being used to measure product and make the decision to either accept or reject the product, it must be calibrated, traceable, and a record of the check must exist. If you are calibrating personal micrometers annually, and the record is available proving that point, there is no problem in a calibration context.

Management then needs to make a decision as to whether or not they are going to control and allow the use of personal micrometers in the measurement of product. Once a final decision is made, enforce it. Several shops with whom I have worked have ended up taking one of 3 courses of action – 1) rolling all personal tooling into the calibration system, 2) requiring personnel to take personal tools home, or 3) marking them all “reference only”, never to be used to measure product. The ability to enforce this becomes the next issue.

Hope this helps. Good luck!

- Ted Uffen

Online Training - ISO 9001:2008 Essentials

Foreword by Ted Annis, BRC President

As a training and consulting firm we spend a lot of time talking to customers, and most companies would like to do more training than they are currently able to do. Budgets are sometimes to blame, but the real issue is the other "cost" of training - employees spending time away from their job.

How much training could you afford to do if the only real cost was the registration fee?

Online Training is a fantastic way to spread knowledge and awareness through an organization. It offers consistent training to employees in many locations, is relatively inexpensive, and can be done on a flexible schedule over a period of time...from work or home.

Effectiveness is important, and so we have worked hard to develop online training that is animated and interactive...engaging and thought-provoking. Images, diagrams, videos, quizzes, and extra layers of information all combine to add depth to the course material and engage the student.

We are pleased to introduce our first online course, and invite you to try it for yourself...

ISO 9001:2008 Essentials - Online Training (\$129)

The ideal way to expand your organization's understanding of Quality Management and ISO 9001:2008, as well as to communicate the associated responsibilities and benefits.

This online course uses animated and interactive content to provide an introduction to the world of ISO 9001:2008. Through this independent, on-demand training, participants will gain an understanding of the history, principles and fundamentals of Quality Management, Quality Management Systems, and the ISO 9001:2008 standard itself.

[Visit the Course Page](#) online for more details and to register...

CLICK HERE

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Quizzes



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Less time away from other responsibilities.



COURSE CATALOGUE & SCHEDULE

July - December 2014



The Business Resource Centre

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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.



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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



Preparing for ISO 9001:2015

1 Day

\$395

This course provides an overview of the draft revision of ISO 9001:2015, due for final release in late 2015. Understand the revised structure of the standard, learn the new requirements, and gain all the knowledge you will need to plan the transition of your Quality Management System to the new standard.

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

Dec. 12	Edmonton, AB	Dec. 17	Calgary, AB	Dec. 17	Ottawa, ON
Dec. 15	Halifax, NS	Dec. 17	Mississauga, ON	Dec. 17	Winnipeg, MB



ISO 9001:2008 Essentials - Online Training

\$129

This introduction to the world of ISO 9001 is the ideal way to expand your organization's general understanding of Quality, Quality Management, and ISO 9001:2008. Flexible, convenient and effective!

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

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](#)

Oct. 20	Sudbury, ON	Nov. 17	Sudbury, ON
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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](#)

Aug. 26 - 27	Vancouver, BC	Nov. 3 - 4	Belleville, ON	Dec. 3 - 4	Halifax, NS
Sept. 15 - 16	Burlington, ON	Nov. 3 - 4	Mississauga, ON	Dec. 8 - 9	Ottawa, ON
Sept. 15 - 16	Guelph, ON	Nov. 24 - 25	Edmonton, AB	Dec. 15 - 16	Saint John, NB
Sept. 15 - 16	London, ON	Nov. 27 - 28	Calgary, AB		

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](#)

August 18 - 19	Mississauga, ON	Sept. 25 - 26	London, ON	Nov. 13 - 14	Mississauga, ON
Sept. 8 - 9	St. John's, NL	Sept. 29 - 30	Scarborough, ON	Nov. 13 - 14	Winnipeg, MB
Sept. 8 - 9	Timmins, ON	Sept. 29 - 30	Edmonton, AB	Nov. 18 - 19	Sudbury, ON
Sept. 18 - 19	Vancouver, BC	Oct. 6 - 7	Windsor, ON	Nov. 19 - 20	Saskatoon, SK
Sept. 22 - 23	Ottawa, ON	Oct. 21 - 22	Sudbury, ON	Dec. 1 - 2	Edmonton, AB
Sept. 23 - 24	Victoria, BC	Oct. 23 - 24	Halifax, NS	Dec. 11 - 12	Calgary, AB
Sept. 25 - 26	Burlington, ON	Nov. 3 - 4	Thunder Bay, ON	Dec. 11 - 12	Halifax, NS
Sept. 25 - 26	Calgary, AB	Nov. 12 - 13	Montreal, QC	Dec. 15 - 16	Ottawa, ON
Sept. 25 - 26	Guelph, ON	Nov. 13 - 14	Belleville, ON	Dec. 17 - 18	Saint John, NB

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. . . Participants passing the exam will receive RABQSA Lead Auditor certification. **(Course delivered in Conjunction with CSA Group)**

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

Sept. 29 - Oct. 3	Calgary, AB*	November 24 - 28	Ottawa, ON	December 1 - 5	Halifax, NS
Nov. 17 - 21	Mississauga, ON*				

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](#)

Oct. 20Sudbury, 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](#)

Sept. 11 - 12Calgary, AB

Oct. 9 - 10Ottawa, ON

Dec. 8 - 9Halifax, NS

Sept. 11 - 12Edmonton, AB

Dec. 4 - 5Mississauga, ON

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](#)

Aug. 21 - 22St. John's, NL

Sept. 22 - 23London, ON

Dec. 1 - 2Belleville, ON

Sept. 16 - 17Calgary, AB

Oct. 14 - 15Saint John, NB

Dec. 11 - 12Mississauga, ON

Sept. 16 - 17Edmonton, AB

Oct. 15 - 16Timmins, ON

Dec. 15 - 16Halifax, NS

Sept. 22 - 23Burlington, ON

Oct. 20 - 21Ottawa, ON

Sept. 22 - 23Guelph, ON

Oct. 21 - 22Sudbury, ON

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](#)

Nov. 10 - 14Sudbury, 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](#)

Oct. 16 - 17Ottawa, ON

Nov. 17 - 18Halifax, NS

Dec. 15 - 16Mississauga, 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](#)

Aug. 18 - 19St. John's, NL

Oct. 21 - 22Ottawa, ON

Dec. 18 - 19Mississauga, ON

Sept. 18 - 19Edmonton, AB

Dec. 8 - 9Halifax, NS

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](#)

Oct. 6Sudbury, 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](#)

Sept. 3 - 4Calgary, AB

Sept. 4 - 5Guelph, ON

Oct. 20 - 21Windsor, ON

Sept. 3 - 4Edmonton, AB

Sept. 4 - 5London, ON

Dec. 1 - 2Halifax, NS

Sept. 4 - 5Burlington, ON

Oct. 6 - 7Ottawa, ON

Dec. 1 - 2Mississauga, ON

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](#)

Sept. 8 - 9Calgary, AB

Sept 23 - 24Montreal, QC

Nov. 6 - 7Winnipeg, MB

Sept. 8 - 9Edmonton, AB

Oct. 1 - 2Timmins, ON

Nov. 17 - 18Belleville, ON

Sept. 11 - 12St. John's, NL

Oct. 7 - 8Saint John, NB

Dec. 8 - 9Mississauga, ON

Sept. 18 - 19Burlington, ON

Oct. 7 - 8Sudbury, ON

Dec. 17 - 18Halifax, NS

Sept. 18 - 19Guelph, ON

Oct. 22 - 23Ottawa, ON

Sept. 18 - 19London, ON

Oct. 22 - 23Windsor, ON

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](#)

Sept. 15 - 16 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](#)

Sept. 10 - 12Calgary, AB	Oct. 27 - 29Sudbury, ON	Oct. 29 - 31St. John's, NL
Sept. 24 - 26Mississauga, ON	Oct. 27 - 29Thunder Bay, ON	Nov. 19 - 21Winnipeg, MB
Oct. 27 - 29Edmonton, AB	Oct. 27 - 29Timmins, ON	Nov. 26 - 28Halifax, NS

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](#)

Oct. 20 -21.....Halifax, NS
Nov. 3 - 4.....Ottawa, ON

Nov. 12 - 13Winnipeg, MB

Dec. 1 - 2Mississauga, ON

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](#)

Sept. 8 - 9Mississauga, ON
Oct. 9 - 10.....Charlottetown, PE
Oct. 27 - 28Halifax, NS

Nov. 13 - 14Ottawa, ON
Nov. 24 - 25Winnipeg, MB
Dec. 4 - 5.....Montreal, QC

Dec. 11 - 12.....Burlington, ON
Dec. 11 - 12Mississauga, 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](#)

Sept. 22 - 23Burlington, ON Sept. 22 - 23London, ON Oct. 14 - 15Scarborough, ON
Sept. 22 - 23Guelph, ON Oct. 14 - 15Mississauga, 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](#)

Sept. 29 - 30Burlington, ON Oct. 14 - 15Windsor, ON Oct. 23 - 24Scarborough, ON
Sept. 29 - 30Guelph, ON Oct. 27 - 28Mississauga, ON Dec. 8 - 9Belleville, ON
Sept. 29 - 30London, 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](#)

Oct. 2 - 3Burlington, ON Oct. 16 - 17Windsor, ON Oct. 27 - 28Scarborough, ON
Oct. 2 - 3Guelph, ON Oct. 27 - 28Mississauga, ON Dec. 4 - 5Belleville, ON
Oct. 2 - 3London, 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 4th Edition guideline requirements and to develop and implement FMEAs within their company's automotive manufacturing operations.

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

Oct. 9 - 10Guelph, ON Oct. 30 - 31Mississauga, ON Dec. 2 - 3Winnipeg, MB
Oct. 28 - 29Windsor, ON Oct. 30 - 31Scarborough, 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](#)

Oct. 14 - 15Burlington, ON Oct. 14 - 15.....Mississauga, ON Oct. 16 - 17Ottawa, 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](#)

Oct. 20 - 21Burlington, ON Oct. 20 - 21Mississauga, ON Oct. 30 - 31Ottawa, 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](#)

Oct. 6 - 7Ottawa, ON Oct. 15 - 16.....Winnipeg, MB Nov. 3 - 4Guelph, ON
Oct. 14 - 15Saskatoon, SK Nov. 3 - 4Burlington, ON Nov. 3 - 4Mississauga, 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](#)

Oct. 9 - 10.....Sudbury, ON Oct. 23 - 24Ottawa, ON Nov. 20 - 21Burlington, ON
Oct. 16 - 17Saskatoon, SK Oct. 23 - 24.....Winnipeg, MB Nov. 20 - 21Guelph, ON
Oct. 16 - 17Victoria, BC Oct. 28 - 29Vancouver, BC Nov. 20 - 21Mississauga, 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](#)

Sept. 18 - 19	Sudbury, ON	Oct. 6 - 7	London, ON	Nov. 17 - 18	Mississauga, ON
Sept. 25 - 26	Ottawa, ON	Oct. 23 - 24	Montreal, QC	Nov. 17 - 18	St. John's, NL
Sept. 29 - 30	Saskatoon, SK	Oct. 30 - 31	Halifax, NS	Nov. 18 - 19	Winnipeg, MB
Oct. 6 - 7	Burlington, ON	Nov. 4 - 5	Victoria, BC	Dec. 2 - 3	Calgary, AB
Oct. 6 - 7	Guelph, ON	Nov. 12 - 13	Vancouver, BC	Dec. 18 -19	Edmonton, AB

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](#)

Sept. 17 - 18	Ottawa, ON	Oct. 2 - 3	Guelph, ON	Nov. 27 - 28	Belleville, ON
Sept. 23 - 24	Saskatoon, SK	Oct. 2 - 3	London, ON	Dec. 4 - 5	Ottawa, ON
Sept. 25 - 26	Vancouver, BC	Oct. 7 - 8	Winnipeg, MB	Dec. 9 - 10	Calgary, AB
Sept. 29 - 30	Scarborough, ON	Oct. 8 - 9	Windsor, ON	Dec. 11 - 12	Saint John, NB
Oct. 1 - 2	Montreal, QC	Oct. 27 - 28	Sudbury, ON	Dec. 17 - 18	Edmonton, AB
Oct. 1 - 2	Victoria, BC	Nov. 6 - 7	Mississauga, ON		
Oct. 2 - 3	Burlington, ON	Nov. 24 - 25	Halifax, NS		

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](#)

Oct. 9 -10	Montreal, QC	Oct. 30 - 31	Windsor, ON	Nov. 25 - 26	St. John's, NL
Oct. 16 - 17	Burlington, ON	Nov. 13 - 14	Ottawa, ON	Dec. 16 - 17	Calgary, AB
Oct. 16 - 17	Guelph, ON	Nov. 20 - 21	Halifax, NS	Dec. 16 - 17	Edmonton, AB
Oct. 16 - 17	London, ON	Nov. 20 -21	Mississauga, 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 4th Edition guideline requirements and to develop and implement FMEAs within their company's automotive manufacturing operations.

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

Oct. 9 -10Guelph, ON

Oct. 30 - 31Mississauga, ON

Dec. 2 - 3Winnipeg, MB

Oct. 28 - 29Windsor, ON

Oct. 30 - 31Scarborough, 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



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ISO 9001:2008 Essentials - Online Training (\$129)

The ideal way to expand your organization's understanding of Quality Management and ISO 9001:2008, as well as to communicate the associated responsibilities and benefits.

This online course uses animated and interactive content to provide an introduction to the world of ISO 9001:2008. Through this independent, on-demand training, participants will gain an understanding of the history, principles and fundamentals of Quality Management, Quality Management Systems, and the ISO 9001:2008 standard itself.



Animated & Interactive



Videos



Quizzes



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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.

[View Full Course Details Online](#)

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.

[View Full Course Details Online](#)

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

(Click on a topic to learn more...)



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Consulting

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Auditing

Internal, 2nd and 3rd party audit services by our qualified team.
Affordable and professional, our focus is on delivering value.

[Learn More](#)



Systems Implementation

Professional assistance with developing and implementing your management system.

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Documentation

Get experienced help with the creation, simplification or revision of policies, procedures and other documents.

[Learn More](#)



QMS Management

A cost-effective way to manage your system. We do the heavy lifting so you don't have to.

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