

HEALTH, SAFETY & ENVIRONMENT REVIEW

A Newsletter for HS&E Management Professionals

ISSUE #40

April 27, 2015

IN THIS EDITION

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ISO 14001 is Being Revised

An introductory look at the upcoming release of ISO 14001:2015.

13 Tips to Improve Workplace Safety

Advice and suggestions on communicating safety within the organization.

BRC Course Catalogue & Schedule

Jan - June 2015

Ask the Expert

Expert Ted Uffen answers a question about environmental compliance audits.

Is Your Business Environmentally Responsible?

How to determine if you are meeting your environmental obligations.

ISO 14001 is Being Revised

The ISO 14001 standard for Environmental Management Systems is in the process of being revised

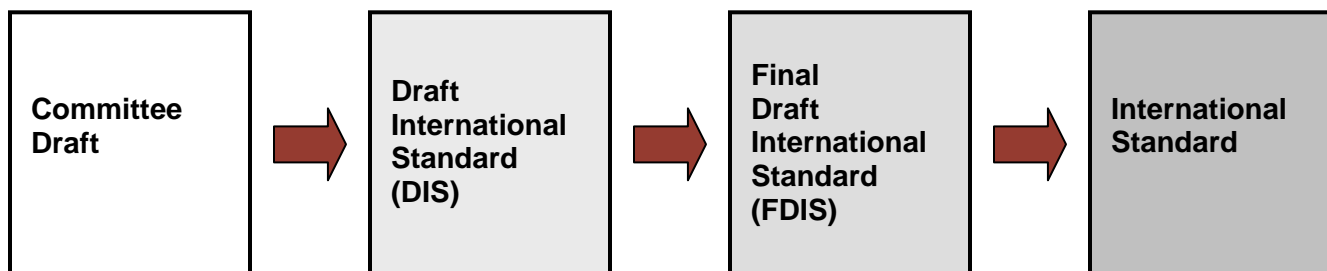
We'll have a series of updates and articles through the next few issues, starting here with a general introduction to the key points:

WHY?

The existing ISO 14001:2004 standard was finalized in 2004, and Environmental thinking has come a long way in the past decade. All standards need to be revised periodically, to ensure that they are in line with current thinking, and that they take advantage of today's knowledge, technology and practices.

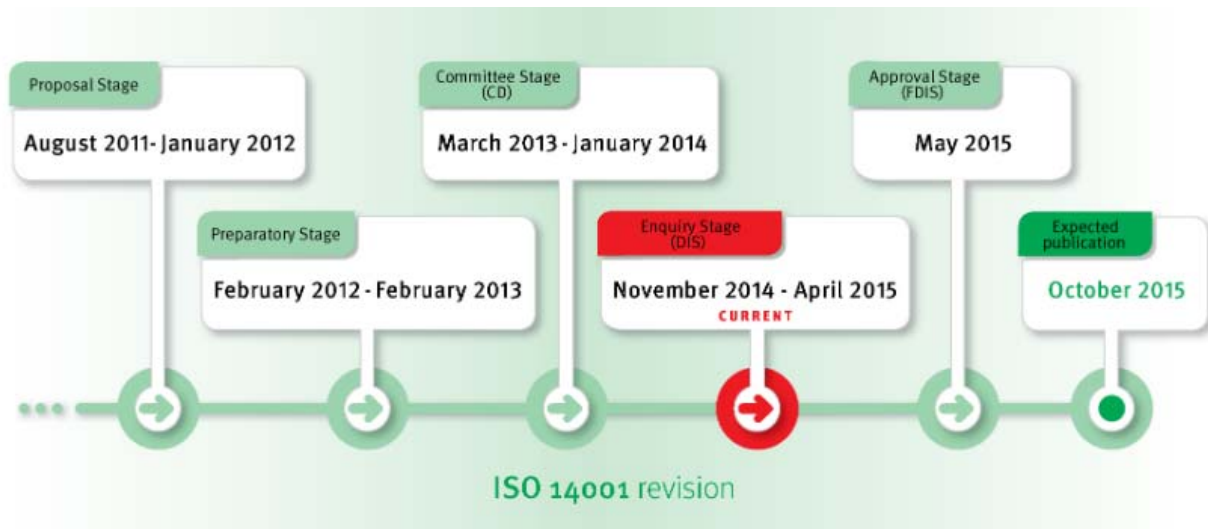
HOW?

The ISO environmental committees have been working on a revised standard for the past couple of years. The entire process typically takes 3 years and progresses through a series of stages.



WHEN?

The DIS (Draft International Standard) is scheduled for a vote in May 2015 and publication planned for July 2015. Companies that are certified in accordance with ISO 14001:2004 will presumably have three years to bring their environmental management system up to date with ISO 14001:2015. Ultimately, at the end of July 2018 all certificates in accordance with ISO 14001:2004 will become invalid and withdrawn.



WHAT?

Stay tuned for the next issue of the Health, Safety & Environment Review for more details on the revised structure and content of the draft standard...

What can you start to do NOW to help your organization get ready for ISO 9001:2015?

TRAIN

Introductory training courses will soon be available to walk you through the draft version and discuss the changes currently proposed.

Join our ISO 14001 mailing list to be kept informed on upcoming courses.

KEEP IN TOUCH

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

Follow us on...



RESEARCH

Obtain a copy of the Draft ISO 14001:2015 Standard

[Purchase a copy](#) from the ISO website.

13 Tips to Improve Workplace Safety

Taken from *Transform Your Safety Communication*, by Marie-Claire Ross

You can have the best safety system in the world, but if you are not communicating it correctly, your organization is still at risk. When employees see **no clear or consistent understanding** of why they should respect their companies safety regulations, **safety is seen as boring** and they tend “**to tune out**”.

Very few safety professionals have been taught how to convert compliance information into an easily understood and engaging content. It's no longer enough for a safety practitioner to just understand safety compliance rules. It's important to be able to influence others, so that they understand how safety processes relate in their day to day job.

Here, we suggest some important tips to include in all of your safety communications:

1. **Simple Message** – Whittle down all of the information to one core sentence. People are unable to process lots of information, so create one simple message. Repeat this often. For example: “Wear sunscreen everyday” is much easier to remember as a takeout from an article about why people need to wear sunscreen.
2. **Use Positive Language** – Make sure you tell people what you want them to do. If you use negative words like “Don’t” or “Can’t”, people will just ignore them and remember the other words. For example: “Don’t run”, often gets remembered as “Run”. Instead, say “Walk”.
3. **Multiple Message Placement** – Advertisers know that to get their message noticed, it needs to be seen at least 4-7 times. Place your simple message everywhere. Use posters, video content, email newsletters, and letters from the General Manager. Put together a schedule of communication events that constantly drip-feeds your message.
4. **Consistent Look** – Once you’ve started promoting your one message, make sure it always looks consistent. Don’t change the wording or images. Make sure all of your safety campaign materials all look the same. This way it creates a mental model that helps people remember the information.
5. **Use Visuals** – Avoid just doing lots of talking or writing an article that is wall to wall text. Use compelling visuals such as photos, cartoons, statistics, diagrams and video content that help those who are visual learners.
6. **Customise Your Safety Information** - If your message involves a speech at various sites, customize it for that location. Talk about their individual safety records, not about the company as a whole. Make each site feel special.
7. **Explain Why** – To help people understand why a new safety initiative is important, tell them the benefits. Talk about the thinking behind it and how it will affect staff, their family and the company. Let them know why it is important and how they will personally benefit. For example, a new training program will contribute to a reduction in injuries and the subsequent consequences.
8. **Get People Involved With Your Message.** If you are talking to a group of people, get people actively involved. Ask them questions about the content that makes them think about how much they really know.
9. **Tell Stories** - The right brain prefers story. It also provides an emotional connection to information that people will remember. What real-life workplace stories can you use that show the importance of safety?



10. **Set Clear Expectations** - Let everyone know what it is expected of them and how you will be measuring it. Clearly set goals and targets.
11. **End With Action** - Tell people what you want them to do. Always ensure people are clear on their responsibilities. Make them think about their current behaviour. For example: A Victorian Workplace Safety ad ends with the line "Would you do what you ask your workers to do?"
12. **Praise in Public, Criticize in Private** - Recognise high performing safety leaders or change leaders publicly. This will encourage others to work more safely. For those that are not doing the right thing, speak to them privately.
13. **Allow Feedback** - Ensure that there is a mechanism for workers to let you know how the new safety procedure is going. If it is less productive, fix it. If it is more productive, keep improving it.

Safety communication is a continual process that never stops. Constantly practice and improve your safety communication skills to ensure high quality safety leadership.

Ask the Expert

Question:

We have received a nonconformance covering Evaluation of Compliance (4.5.2 from ISO 14001). We have a location in Vancouver and have been trying to find a qualified compliance auditor and schedule a compliance audit. Our management review notes from 2013 make mention of the ongoing search. Meeting notes from 2014 also mention that we had not found anyone but were still looking. The compliance audit has not taken place.

Our current procedure for evaluation of compliance states that we will evaluate our different locations "as appropriate", but Vancouver is a small warehouse and we now feel that a full compliance audit is not necessary (and/or cost prohibitive). We would rather conduct our own review of the various inspection reports each year (fire, sprinkler, etc.) as a way to evaluate compliance. Our Mississauga location, however, is more complex and has had this requirement handled via a contracted compliance audit performed by an outside company.

What is the most efficient way for us to address this nonconformance without conducting a time intensive and expensive compliance audit of our Vancouver location?

- Anonymous

Answer:

Basically, the requirement to conduct a review of compliance at each registered site (per your procedure) is pretty much inescapable. At the end of the day you will need to conduct a review of compliance to legal requirements at the Vancouver site. However, there is NO requirement to contract out this review, meaning that you and/or your team can conduct it internally...both for Vancouver and Mississauga.

The review would include the review of reports you mentioned, but will also be augmented by things like:

- Code requirement for storage heights, aisle widths, etc.
- Waste streams and recycling drains.
- Checking MSDS for products being stored to make sure that all storage requirements are being met.
- Any special handling/storage requirements (for film, etc.).
- Etc.

The reality is that a review has to take place. But...that review does not have to be contracted out and can be completed internally. The time-consuming work is centred around confirming all legal requirements for each location. Once you have a good checklist, conducting the actual review is a fairly straightforward activity.

Good Luck!

- Ted Uffen, BRC Consultant

Is Your Business Environmentally Responsible?

By Gary Pennington, CRSP, CHSC

The following questions may help you to determine if your business is meeting its environmental obligations and participating as an environmentally responsible member of the community:

Documentation

- Are you disposing of any liquid or hazardous waste? Do you have the proper manifests completed?
- Have you evaluated the content of your wastes? Are they labelled? Do they need to be registered with provincial regulators?
- Are your records up to date and copies available for viewing by enforcement persons?
- Do you have a written response plan for environmental emergencies? Do you have the personnel, tools and equipment needed to enact your plan?
- Do you have an up to date emergency response and reporting list?

Operations

- Is your pollution control equipment being regularly maintained?
- Do you report spills as required by regulations?
- Does your business serve drinking water to the public? Are you meeting all the regulatory requirements associated with this?
- Is your environmental sampling being conducted by competent persons and/or organizations (e.g. laboratories)? Are they accredited and/or licensed where required?
- Are you properly storing wastes?
- Do you dispose of hazardous or liquid wastes through an authorized carrier? Do you know where these wastes are going?
- Do you make sure you are not stockpiling waste or disposing of waste in an unauthorized manner?
- Do your employees receive the appropriate environmental training?
- Do you have a septic system? If yes, are you ensuring that industrial wastewater is not being fed into the septic system without meeting proper regulatory requirements?
- Do you have adequate spill containment for hazardous materials or wastes?
- Have you walked your property line to see what eco-systems you have around you and what types of activities your neighbours are doing?



Permits, Licenses and Approvals

- Are you emitting anything into the atmosphere that requires approvals?
- Are you discharging anything into drains, sanitary or storm sewers, streams or other water bodies? Do you have the appropriate approvals from regulatory bodies?
- Are your permits, licenses and approvals up to date? Are you meeting their requirements? Do you have current copies available?
- What changes might you implementing in the future that may require application for new permits, licenses, approvals or the amendment of current permits, licenses or approvals?



COURSE CATALOGUE & SCHEDULE

January - June 2015



The Business Resource Centre

(888) 535-1401 | www.thebrc.ca | 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.



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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



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](#)

Jan. 26	Montreal, QC	Apr. 15	Winnipeg, MB	May 20	Mississauga, ON
Feb. 26	St. Catharines, ON	Apr. 15	Saskatoon, SK	May 27	Montreal, QC
Mar. 11.....	Calgary, AB	Apr. 15	Halifax, NS	May 27	Belleville, ON
Mar. 23	Vancouver, BC	Apr. 20.....	Edmonton, AB	Jun 24	Scarborough, ON
Mar. 25	Ottawa, ON	May 20	Calgary, AB		



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](#)

Apr. 13	Sudbury, ON	Jun. 1	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](#)

Jan. 15 - 16	Burlington, ON	Feb. 12 - 13	Ottawa, ON	May 11 - 12	Ottawa, ON
Jan. 15 - 16.....	Guelph, ON	Mar. 5 - 6	Halifax, NS	Jun. 8 - 9	Vancouver, BC
Jan. 21 - 22	Mississauga, ON	Apr. 13 - 14	Montreal, QC	Jun. 11 - 12	Halifax, NS
Feb. 2 - 3	Calgary, AB	Apr. 27 - 28	Mississauga, ON	Jun. 18 - 19	Winnipeg, MB

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](#)

Jan. 29 - 30	Burlington, ON	Mar. 18 - 19.....	Halifax, NS	May 21 - 22	Windsor, ON
Jan. 29 - 30	Guelph, ON	Mar. 30 - 31	Belleville, ON	May 21 - 22	Victoria, BC
Jan. 29 - 30	Mississauga, ON	Mar. 30 - 31	Saskatoon, SK	May 25 - 26	Ottawa, ON
Feb 4 - 5	Victoria, BC	Apr. 14 - 15	Sudbury, ON	May 25 - 26	Calgary, AB
Feb. 19 - 20	Montreal, QC	May 4 - 5	Montreal, QC	May 28 - 29	Mississauga, ON
Feb. 23 - 24	Scarborough, ON	May 7 - 8	Saint John, NB	Jun. 2 - 3	Sudbury, ON
Feb. 26 - 27.....	Ottawa, ON	May 11 - 12	Burlington, ON	Jun. 8 - 9	Vancouver, BC
Mar. 2 - 3	Edmonton, AB	May 11 - 12	Guelph, ON	Jun. 11 - 12.....	Belleville, ON
Mar. 12 - 13	Calgary, AB	May 21 - 22	Scarborough, ON	Jun. 11 - 12	London, ON
Mar. 16 - 17	Winnipeg, MB	May 21 - 22	St. John's, NL	Jun. 25 - 26	Winnipeg, MB

ISO 9001:2008 Exemplar Lead Auditor

5 Days

\$1,700

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 Exemplar Global Lead Auditor certification. (Course delivered in Conjunction with CSA Group)

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

Jan. 19 - 23Mississauga, ON

Feb. 2 - 6Ottawa, ON

Mar. 2 - 6Mississauga, ON

Feb. 2 - 6Calgary, AB

Mar. 2 - 6Edmonton, AB

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 11Sudbury, 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](#)

Jan. 22 - 23Mississauga, ON

Apr. 23 - 24Edmonton, AB

May 20 - 21Halifax, NS

Mar. 26 - 27Calgary, AB

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](#)

Feb. 4 - 5London, ON

Apr. 23 - 24Winnipeg, MB

May 28 - 29Halifax, NS

Feb. 9 - 10Mississauga, ON

May 12 - 13Sudbury, ON

May 28 - 29Mississauga, ON

Feb. 23 - 24Ottawa, ON

May 14 - 15Edmonton, AB

Jun. 22 - 23Ottawa, ON

Apr. 9 - 10Calgary, AB

May 21 - 22Belleville, ON

Jun. 22 - 23Winnipeg, MB

Apr. 16 - 17Montreal, QC

May 28 - 29Burlington, ON

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

Apr. 23 - 24Windsor, ON

May 28 - 29Guelph, ON

Additional Environmental Management Courses (Available On-Site)

Understanding & Implementing RC14001:2008 (2 days)

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

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](#)

Apr. 7Sudbury, 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](#)

Jan. 29 - 30Halifax, NS

Mar. 5 - 6Mississauga, ON

Jun. 4 - 5Calgary, AB

Feb. 5 - 6Ottawa, ON

May 28 - 29Edmonton, 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](#)

Feb. 17 - 18Belleville, ON

Mar. 19 - 20London, ON

May 12 - 13Sudbury, ON

Feb. 23 - 24Ottawa, ON

Mar. 19 - 20Mississauga, ON

Jun. 4 - 5Edmonton, AB

Mar. 19 - 20Burlington, ON

Apr. 9 - 10Halifax, NS

Jun. 18 - 19Calgary, AB

Mar. 19 - 20Guelph, ON

May 4 - 5St. John's, NL

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](#)

Mar. 12 - 13Ottawa, ON

May 4 - 5Mississauga, ON

May 21 - 22Edmonton, AB

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](#)

Feb. 26 - 27St. John's, NL

May 19 - 20Mississauga, ON

May 25 - 26Edmonton, AB

Mar. 30 - 31Ottawa, 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](#)

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](#)

Jun. 4 - 5Mississauga, 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](#)

Mar. 25 - 27Montreal, QC

Jun. 8 - 10Sudbury, ON

Jun. 17 - 19Edmonton, AB

Apr. 13 - 15Halifax, NS

Jun. 15 - 17Mississauga, ON

May 27 - 29Winnipeg, MB

Jun. 17 - 19Calgary, AB

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](#)

Mar. 12 - 13Ottawa, ON Apr. 29 - 30Winnipeg, MB May 21 - 22Mississauga, 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](#)

Jan. 8 - 9Winnipeg, MB Mar. 9 - 10Ottawa, ON Jun. 10 - 11Mississauga, ON
Feb. 12 - 13Mississauga, ON May 13 - 14Winnipeg, MB

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](#)

Apr. 8 - 9Burlington, ON Apr. 8 - 9London, ON Apr. 23 - 24Mississauga, ON
Apr. 8 - 9Guelph, 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](#)

Apr. 20 - 21Burlington, ON Apr. 28 - 29Scarborough, ON May 7 - 8Belleville, ON
Apr. 20 - 21Guelph, ON May 4 - 5Mississauga, ON May 25 - 26Windsor, ON
Apr. 20 - 21London, 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](#)

Apr. 22 - 23Burlington, ON May 7 - 8Scarborough, ON May 26 - 27Windsor, ON
Apr. 22 - 23Guelph, ON May 14 - 15Belleville, ON June. 8 - 9Mississauga, ON
Apr. 27 - 28London, 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](#)

Mar. 26 - 27Winnipeg, MB Apr. 29 - 30Guelph, ON May 28 - 29Windsor, ON
Apr. 27 - 28Scarborough, 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](#)

Mar. 31 - Apr. 1Ottawa, ON Apr. 16 - 17Burlington, ON Apr. 16 - 17Mississauga, 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](#)

Apr. 23 - 24Burlington, ON May 25 - 26Montreal, QC Jun. 8 - 9.....Ottawa, ON

Additional Medical Device Courses (Available On-Site)

ISO 13485 & Title 21 CFR Part 820 - 2 Days

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

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

CMDR (Canadian Medical Device Regulations) & ISO 13485 - 1/2 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](#)

Mar. 2 - 3Ottawa, ON Jun. 1 - 2Victoria, BC Jun. 16 - 17Guelph, ON
Mar. 19 - 20Winnipeg, MB Jun. 16 - 17Burlington, ON Jun. 16 - 17Mississauga, 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](#)

Feb. 26 - 27Mississauga, ON May 11 - 12Montreal, QC Jun. 25 - 26Guelph, ON
Mar. 19 - 20Ottawa, ON Jun. 11 - 12Ottawa, ON Jun. 25 - 26Burlington, ON
Mar. 30 - 31Winnipeg, MB Jun. 15 - 16Victoria, BC Jun. 25 - 26Mississauga, ON
Apr. 20 - 21Saskatoon, SK

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](#)

Feb. 10 - 11	Burlington, ON	Apr. 7 - 8	Saskatoon, SK	May 28 - 29	Mississauga, ON
Feb. 10 - 11.....	Guelph, ON	Apr. 23 - 24	Victoria, BC	Jun. 16 - 17	Calgary, AB
Feb. 11 - 12	London, ON	May 21 - 22	Halifax, NS	Jun. 16 - 17	Edmonton, AB
Mar. 24 - 25	Edmonton, AB	May 27 - 28	Saint John, NB	Jun. 16 - 17	Ottawa, 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](#)

Jan. 29 - 30	Burlington, ON	Mar. 19 - 20	Saskatoon, SK	Jun. 1 - 2	Edmonton, AB
Jan. 29 - 30.....	Guelph, ON	Mar. 24 - 25	Halifax, NS	Jun. 9 - 10	Belleville, ON
Jan. 29 - 30	London, ON	Apr. 13 - 14.....	Winnipeg, MB	Jun. 9 - 10	Ottawa, ON
Feb. 5 - 6	Mississauga, ON	May 6 - 7	Victoria, BC	Jun. 9 - 10	Scarborough, ON
Feb. 19 - 20.....	Edmonton, AB	May 14 - 15	Saint John, NB	Jun. 11 - 12	Guelph, ON
Feb. 26 - 27	Belleville, ON	May 20 - 21	Windsor, ON	Jun. 11 - 12	Mississauga, ON
Feb. 26 - 27	Scarborough, ON	May 24 - 25	Sudbury, ON	Jun. 18 - 19	Calgary, AB
Mar. 9 - 10	Calgary, AB	Jun. 1 - 2	Winnipeg, MB	Jun. 25 - 26	Halifax, NS
Mar. 17 - 18	Ottawa, ON				

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](#)

Feb. 5 - 6	Mississauga, ON	Apr. 7 - 8	Calgary, AB	Jun. 27 - 28	Halifax, NS
Feb. 24 - 25	Ottawa, ON	Jun. 1 - 2	Edmonton, AB		

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](#)

Mar. 26 - 27Winnipeg, MB
Apr. 27 - 28.....Scarborough, ON

Apr. 29 - 30Guelph, ON

May 28 - 29Windsor, 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.

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Animated & Interactive



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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

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Professional assistance with developing and implementing your management system.

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

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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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