



# COURSE CATALOGUE & SCHEDULE

## July - December 2016

**UNLEASH YOUR  
POTENTIAL...**

**...with skills that empower  
your team.**



**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 Management Systems

Quality Management Systems provide the organizational structure, policies, procedures, processes and resources required to manage the quality of your product/service and meet customer requirements.

**ISO 9001** is by far the world's most established and utilized standard for quality management. It was recently revised, with a new edition published in September of 2015.

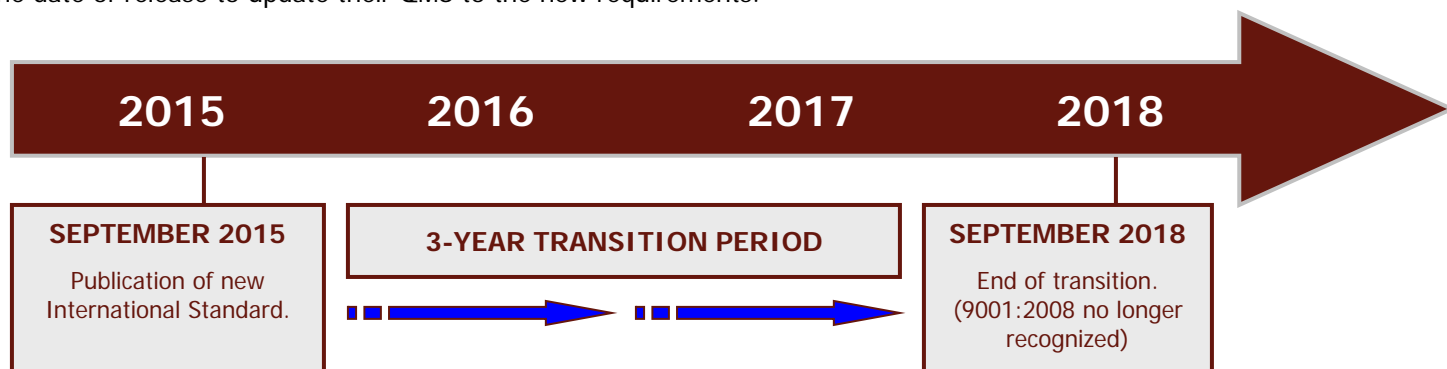
## Transitioning to ISO 9001:2015

The ISO 9001 standard is updated every several years to ensure that your Quality Management System is helping you to stay relevant in the marketplace and continuing to offer you the best available practices.

Review this section for basic info on your timeline for transitioning and the steps you can take, including training courses available now. For more information and resources, visit [www.thebrc.ca](http://www.thebrc.ca).

### Transition Timeline

The ISO 9001:2015 international standard was officially released in September 2015. Organizations have 3 full years from the date of release to update their QMS to the new requirements.



### Steps to Take

**Review the available BRC courses**, including an *Understanding Requirements* for management, stakeholders and quality staff, as well as *Implementing Changes* for the key members of your transition team.



**Consider on-site training**...a cost-effective way to educate your entire team, define your transition project, and discuss the unique challenges and approaches required in your organization.



**Request our ISO 9001:2015 Implementation Toolkit**, a handy guide on steps to understanding, implementing and communicating the new requirements within your organization.



**Consider The BRC for specialized services to assist with implementation.** In addition to public and on-site training, we offer Gap Analysis audits, documentation revision/review, Internal Audits, consulting advice and more.

## Understanding & Implementing ISO 9001:2015

2 Days of training that deliver a solid understanding of the new ISO 9001:2015 requirements **and** practical guidance on their implementation in a variety of production and service environments.



**Duration:** 2 Days

**Cost:** ~~\$1,050~~ \$950

**CEUs:** 1.6

### Day 1 - Understanding Requirements of ISO 9001:2015

Learn the new standard through immersive hands-on exercises and discussion.

### Day 2 - Implementing Requirements of ISO 9001:2015

Review approaches and techniques for implementing the standard's requirements, as well as key changes (risk-based thinking, documented information, leadership, etc.).

<b>Jul. 7 - 8</b> .....Mississauga, ON	<b>Oct. 17 - 18</b> .....Sudbury, ON	<b>Nov. 24 - 25</b> .....Edmonton, AB
<b>Jul. 28 - 29</b> .....Edmonton, AB	<b>Oct. 20 - 21</b> .....Winnipeg, MB	<b>Nov. 28 - 29</b> .....Burlington, ON
<b>Aug. 10 - 11</b> .....Halifax, NS	<b>Oct. 20 - 21</b> .....Victoria, BC	<b>Nov. 28 - 29</b> .....Guelph, ON
<b>Aug. 17 - 18</b> .....Vancouver, BC	<b>Oct. 27 - 28</b> .....Halifax, NS	<b>Nov. 28 - 29</b> .....Vancouver, BC
<b>Sep. 6 - 7</b> .....Ottawa, ON	<b>Nov. 1 - 2</b> .....Windsor, ON	<b>Dec. 1 - 2</b> .....Mississauga, ON
<b>Sep. 22 - 23</b> .....Montreal, QC	<b>Nov. 3 - 4</b> .....Montreal, QC	<b>Dec. 1 - 2</b> .....Saskatoon, SK
<b>Sep. 22 - 23</b> .....Edmonton, AB	<b>Nov. 7 - 8</b> .....Ottawa, ON	<b>Dec. 8 - 9</b> .....Calgary, AB
<b>Sep. 28 - 29</b> .....Mississauga, ON	<b>Nov. 21 - 22</b> .....Belleville, ON	<b>Dec. 12 - 13</b> .....Edmonton, AB
<b>Sep. 29 - 30</b> .....Calgary, AB	<b>Nov. 21 - 22</b> .....Scarborough, ON	<b>Dec. 15 - 16</b> .....Halifax, NS
<b>Oct. 17 - 18</b> .....Saint John, NB	<b>Nov. 21 - 22</b> .....London, ON	<b>Dec. 15 - 16</b> .....Moncton, NB

[Get Full Course Details and Register Online](#) 

## ISO 9001:2015 Internal Auditor

Building on knowledge acquired through previous training in ISO 9001:2015 requirements, this course delivers the practical knowledge required to conduct internal audits of an ISO 9001:2015 QMS. A review of ISO 9001:2015 requirements is followed by information on how to conduct audits in accordance with ISO 19011:2011 - Guideline for Auditing Management Systems.

**Duration:** 2 Days

**Cost:** \$950

**CEUs:** 1.6

<b>Sep. 15 - 16</b> .....Mississauga, ON	<b>Oct. 27 - 28</b> .....Guelph, ON	<b>Dec. 8 - 9</b> .....Ottawa, ON
<b>Sep. 15 - 16</b> .....Saskatoon, SK	<b>Nov. 3 - 4</b> .....Winnipeg, MB	<b>Dec. 12 - 13</b> .....Scarborough, ON
<b>Sep. 19 - 20</b> .....Sudbury, ON	<b>Nov. 3 - 4</b> .....Edmonton, AB	<b>Dec. 12 - 13</b> .....Belleville, ON
<b>Oct. 3 - 4</b> .....London, ON	<b>Nov. 7 - 8</b> .....Halifax, NS	<b>Dec. 15 - 16</b> .....Burlington, ON
<b>Oct. 3 - 4</b> .....Burlington, ON	<b>Nov. 14 - 15</b> .....Victoria, BC	<b>Dec. 15 - 16</b> .....Guelph, ON
<b>Oct. 11 - 12</b> .....Mississauga, ON	<b>Nov. 14 - 15</b> .....Saint John, NB	<b>Dec. 15 - 16</b> .....London, ON
<b>Oct. 13 - 14</b> .....Calgary, AB	<b>Nov. 21 - 22</b> .....Vancouver, BC	<b>Dec. 19 - 20</b> .....Mississauga, ON
<b>Oct. 13 - 14</b> .....Montreal, QC	<b>Nov. 23 - 24</b> .....Saskatoon, SK	<b>Dec. 21 - 22</b> .....Edmonton, AB
<b>Oct. 13 - 14</b> .....Scarborough, ON	<b>Dec. 1 - 2</b> .....Windsor, ON	
<b>Oct. 20 - 21</b> .....Ottawa, ON	<b>Dec. 5 - 6</b> .....Calgary, AB	

[Get Full Course Details and Register Online](#) 

## ISO 9001:2015 and Risk Based Thinking


This course explores the requirements of ISO 9001:2015 related to "risk-based thinking" and identifies tools and techniques that can be used to implement risk-based thinking within your ISO 9001:2015 Quality Management System. Participants will learn how to identify, classify and quantify risks, as well as how to integrate and document this approach within a QMS.

**Duration:** 1 Day

**Cost:** \$695

**CEUs:** 0.8

<b>Nov. 23</b> .....London, ON	<b>Dec. 2</b> .....Victoria, BC	<b>Dec. 7</b> .....Vancouver, BC
<b>Nov. 30</b> .....Ottawa, ON	<b>Dec. 7</b> .....Mississauga, ON	<b>Dec. 12</b> .....Halifax, NS

[Get Full Course Details and Register Online](#) 

## ISO 9001:2008 Courses

Starting with the final release of ISO 9001:2015 (planned for September 2015), organizations will have a 3-year window to make the transition to the new edition.

**What does this mean?** You need to maintain your existing ISO 9001 QMS, including regular training and support required to maintain awareness and competence for auditors, team members and management...until your transition is complete.

ISO 9001:2008 training will be available as public courses through December 2016 and after that point will continue to be available through transition as on-site training.

### ISO 9001:2008 Essentials - Online Training

**Flexible, convenient and effective!** 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.

**Duration:** 2 Hrs

**Cost:** \$129

[Get Full Course Details and Register Online](#) 

### ISO 9001:2008 Internal Auditor

**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.

**Duration:** 2 Days

**Cost:** \$950

**CEUs:** 1.6

<b>Aug. 22 - 23</b> .....Mississauga, ON	<b>Sep. 29 - 30</b> .....Ottawa, ON	<b>Nov. 3 - 4</b> .....Calgary, AB
<b>Sep. 12 - 13</b> .....Montreal, QC	<b>Sep. 29 - 30</b> .....Edmonton, AB	<b>Nov. 28 - 29</b> .....Mississauga, ON
<b>Sep. 22 - 23</b> .....Vancouver, BC	<b>Oct. 17 - 18</b> .....Halifax, NS	

[Get Full Course Details and Register Online](#) 

### Additional ISO 9001:2008 Courses (Available On-Site)

Understanding ISO 9001:2008 (1 Day)

Understanding & Implementing ISO 9001:2008 (2 Days)

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

# Environmental Management Systems

**Environmental Management Systems** are used by many companies in different industries to identify and manage environmental risks, to demonstrate a commitment to the environment, and many times to enhance their corporate reputation. In some industries, large organizations are expecting their suppliers to demonstrate environmental responsibility, and even to maintain a compliant or certified EMS as a condition of doing business.

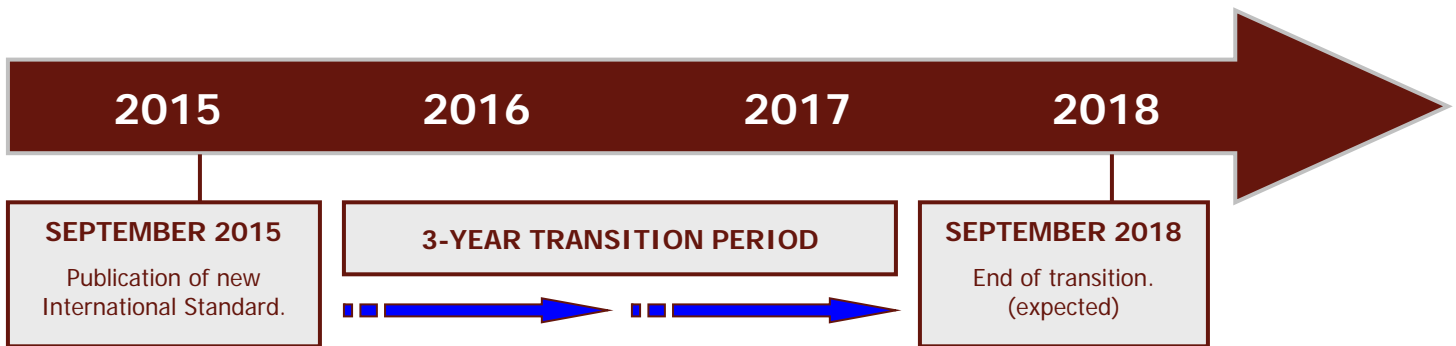
## Transitioning to ISO 14001:2015

The ISO 14001 standard is updated every several years to ensure that your Environmental Management System reflects current issues, best practices, and technologies.

Review this section for basic info on your timeline for transitioning and the steps you can take, including training courses available now. For more information and resources, visit [www.thebrc.ca](http://www.thebrc.ca).

### Transition Timeline

The ISO 14001:2015 international standard was released in September 2015. Organizations have 3 full years from the date of release to update their EMS to the new requirements.



### Steps to Take

**Review the available BRC courses**, including our *Understanding & Transitioning to ISO 14001:2015* course, a 2-day course offering critical knowledge for leadership, management, and transition team members.



**Consider on-site training...**a cost-effective way to educate your entire team, define your transition project, and discuss the unique challenges and approaches required in your organization.



**Visit our website for more resources**, including blog posts, articles, reference material and more. All of these tools are complimentary and will help you to plan, implement and communicate the new requirements.



**Consider The BRC for specialized services to assist with implementation.** In addition to public and on-site training, we offer Gap Analysis audits, documentation revision/review, Internal Audits, consulting advice and more.



# ISO 14001:2015 Courses


New courses designed to deliver an understanding of the ISO 14001:2015 requirements and teach approaches to implementing the changes within your Environmental Management System.

## Understanding & Transitioning to ISO 14001:2015

**An in-depth study of the new ISO 14001:2015 standard for Environmental Management Systems.** Learn the new requirements through hands-on exercises and class discussion, and review approaches to implementing the key changes. Critical knowledge for leadership, management and team members who need to understand the new requirements of ISO 14001:2015.

**Duration:** 2 Days  
**Cost:** \$995  
**CEUs:** 1.6

<b>Sep. 14 - 15</b> .....London, ON	<b>Sep. 26 - 27</b> .....Halifax, NS	<b>Nov. 7 - 8</b> .....Edmonton, AB
<b>Sep. 15 - 16</b> .....Vancouver, BC	<b>Oct. 11 - 12</b> .....Montreal, QC	<b>Dec. 5 - 6</b> .....Mississauga, ON
<b>Sep. 19 - 20</b> .....Windsor, ON	<b>Oct. 17 - 18</b> .....Ottawa, ON	<b>Dec. 12 - 13</b> .....Calgary, AB
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<b>Sep. 22 - 23</b> .....Mississauga, ON	<b>Oct. 24 - 25</b> .....Winnipeg, MB	<b>Dec. 21 - 22</b> .....Victoria, BC


[Get Full Course Details and Register Online](#) 

## ISO 14001:2015 Internal Auditor

Building on knowledge acquired through previous training in ISO 14001:2015 requirements, this course delivers the practical knowledge required to conduct internal audits of an ISO 14001:2015 EMS. A review of ISO 14001:2015 requirements is followed by information on how to conduct audits in accordance with ISO 19011:2011 - Guideline for Auditing Management Systems.

**Duration:** 2 Days  
**Cost:** \$995  
**CEUs:** 1.6

<b>Aug. 29 - 30</b> .....Mississauga, ON	<b>Oct. 31 - Nov. 1</b> .....London, ON	<b>Nov. 14 - 15</b> .....Ottawa, ON
<b>Sep. 22 - 23</b> .....Ottawa, ON	<b>Oct. 31 - Nov. 1</b> .....Windsor, ON	<b>Nov. 28 - 29</b> .....Calgary, AB
<b>Oct. 11 - 12</b> .....Halifax, NS	<b>Nov. 2 - 3</b> .....Saskatoon, SK	<b>Nov. 28 - 29</b> .....Edmonton, AB
<b>Oct. 20 - 21</b> .....Mississauga, ON	<b>Nov. 14 - 15</b> .....Montreal, QC	

[Get Full Course Details and Register Online](#) 

## ISO 14001:2004 Environmental Management Courses (Available On-Site)

Understanding ISO 14001:2004 (1 Day)

Understanding & Implementing ISO 14001:2004 (2 Days)

ISO 14001:2004 Internal Auditor (2 Days)

Understanding & Implementing RC14001:2008 (2 days)

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

# Health & Safety Management Systems

**Occupational Health & Safety Management Systems (OHSMS)** are used by many companies in different industries to manage risk, protect workers, and address ever-changing legislation and compliance requirements. From setting health and safety policies and objectives to identifying and controlling potential risks, the goal is to establish a framework that will promote a safe and healthy working environment.

The BRC offers a wide variety of training and services to help companies in their commitment to health and safety.

## ISO 45001 is On Its Way

ISO 45001 is the intended replacement for the long-standing OHSAS 18001:2007 standard for Occupational Health & Safety Management and is currently working its way through a series of draft and review phases. Thought it was initially intended for an October 2016 release, the DIS (draft) version of the standard was not passed during the first ballot in May 2016. A second draft is now scheduled for release in late 2016, with the estimated final publication date now pushed back to mid-2017.

Some notes regarding ISO 45001:

- It will use the same common "Annex SL" structure, definitions and core text as ISO 9001:2015 (quality) and ISO 14001:2015 (environment).
- There will be an increased emphasis on "Leadership", which translates into a requirement for stronger buy-in and more direct involvement from top management.
- The notion of "Organizational context" will require organizations to look beyond its immediate health and safety issues to consider suppliers, contractors, neighbours and the general expectations of society.
- This is a truly international development project including countries from all over the world, with the intended result of a more global acceptance of this single standard for health & safety management.

The BRC will provide regular updates on ISO 45001's progress, as well as a full suite of training courses as the final standard nears its release.

## Health & Safety Management Training Courses

### Understanding OHSAS 18001:2007

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.

**Duration:** 1 Day

**Cost:** \$695

**CEUs:** 0.8

**Sept. 21** .....Calgary, AB      **Sept. 26** .....Sudbury, ON

[Get Full Course Details and Register Online](#) 



## OHSAS 18001:2007 Internal Auditor

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 with exercises and case studies to teach the skills required to perform internal quality, health and safety audits. Adheres to ISO 19011:2011 auditing guidelines and emphasizes the Process Approach to auditing.

**Duration:** 2 Days  
**Cost:** \$995  
**CEUs:** 1.6

<b>Sep. 27 - 28</b> .....Sudbury, ON	<b>Oct. 20 - 21</b> .....Scarborough, ON	<b>Dec. 1 - 2</b> .....Belleville, ON
<b>Oct. 17 - 18</b> .....Calgary, AB	<b>Oct. 27 - 28</b> .....Saint John, NB	<b>Dec. 8 - 9</b> .....Mississauga, ON
<b>Oct. 17 - 18</b> .....Edmonton, AB	<b>Nov. 21 - 22</b> .....Vancouver, BC	


[Get Full Course Details and Register Online](#) 

## Understanding & Implementing CSA Z1000-14

Provides a detailed overview of the requirements of CSA Z1000-14, 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.

**Duration:** 2 Days  
**Cost:** \$995  
**CEUs:** 1.6

<b>Sep. 6 - 7</b> .....Ottawa, ON	<b>Oct. 11 - 12</b> .....Edmonton, AB	<b>Nov. 14 - 15</b> .....London, ON
<b>Oct. 11 - 12</b> .....Calgary, AB	<b>Nov. 7 - 8</b> .....Mississauga, ON	


[Get Full Course Details and Register Online](#) 

## CSA Z1000-14 Internal Auditor

This course has been developed to provide participants with an understanding of the requirements of the CSA Z1000-14 Standard along with the knowledge and leadership skills that will enable them to plan, perform and document internal audits.

**Duration:** 2 Days  
**Cost:** \$995  
**CEUs:** 1.6

<b>Sep. 19 - 20</b> .....Ottawa, ON	<b>Nov. 21 - 22</b> .....Edmonton, AB	<b>Dec. 7 - 8</b> .....Mississauga, ON
<b>Nov. 21 -22</b> .....Calgary, AB	<b>Dec. 5 - 6</b> .....London, ON	

[Get Full Course Details and Register Online](#) 

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

Understanding & Implementing OHSAS 18001:2007 (2days)

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

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

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

# Integrated Management Systems

**Organizations are increasingly implementing multiple management systems** that address quality, the environment, and occupational health & safety. Combining these systems into a single Integrated Management System helps companies avoid overlapping, redundant activities, as well as save money, time and resources.

Learn the fundamental requirements of one or more management system(s), or gain the skills to integrate, audit and improve those systems...

## Understanding & Implementing ISO 9001:2015 & ISO 14001:2015


Highlights the requirements of the ISO 9001:2015 Quality Management System and the ISO 14001:2015 Environmental Management System, and provides guidance on strategies to implement and maintain a practical, working, integrated management system in any business environment.

**Duration:** 2 Days

**Cost:** \$1,050

**CEUs:** 1.6

<b>Sep. 14 - 15</b> .....Mississauga, ON	<b>Oct. 11 - 12</b> .....London, ON	<b>Nov. 17 - 18</b> .....Calgary, AB
<b>Sep. 15 - 16</b> .....Ottawa, ON	<b>Oct. 13 - 14</b> .....Windsor, ON	<b>Nov. 28 - 29</b> .....Halifax, NS
<b>Oct. 3 - 4</b> .....Sudbury, ON	<b>Oct. 20 - 21</b> .....Vancouver, BC	<b>Dec. 12 - 13</b> .....Edmonton, AB

[Get Full Course Details and Register Online](#) 

## ISO 9001:2015 & ISO 14001:2015 Internal Auditor

A review of the ISO 9001:2015 and ISO 14001:2015 and standards followed by in-depth instruction on how to conduct audits in accordance with ISO 19011 - Guidelines for Auditing Management Systems. Combines presentations and case studies with individual and group exercises to teach the skills required to perform integrated quality and environmental audits.

**Duration:** 2 Days

**Cost:** \$1,050

**CEUs:** 1.6

<b>Sep. 26 - 27</b> .....Mississauga, ON	<b>Nov. 24 - 25</b> .....Calgary, AB	<b>Dec. 1 - 2</b> .....Vancouver, BC
<b>Oct. 17 - 18</b> .....Edmonton, AB	<b>Nov. 24 - 25</b> .....Windsor, ON	<b>Dec. 1 - 2</b> .....Ottawa, ON
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<b>Nov. 10 - 11</b> .....Victoria, BC	<b>Nov. 24 - 25</b> .....Mississauga, ON	

[Get Full Course Details and Register Online](#) 

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

#### Understanding and/or Internal Auditor Courses

Customized, on-site training courses are available for various combinations of integrated systems.

- ISO 9001 (2008 and 2015 editions)
- ISO 14001 (2004 and 2015 editions)
- OHSAS 18001:2007
- Other specialized standards related to quality, environment and health & safety.

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

**There are few industries that place a stronger emphasis** on product safety, conformity and reliability than Aerospace. High levels of associated liability have led to a complex and diverse supply chain that imposes strict requirements on all phases of the product life-cycle...from design to production, warehousing and distribution.

The BRC's training courses are designed to help companies maintain the competency required to meet the various demands of the industry...

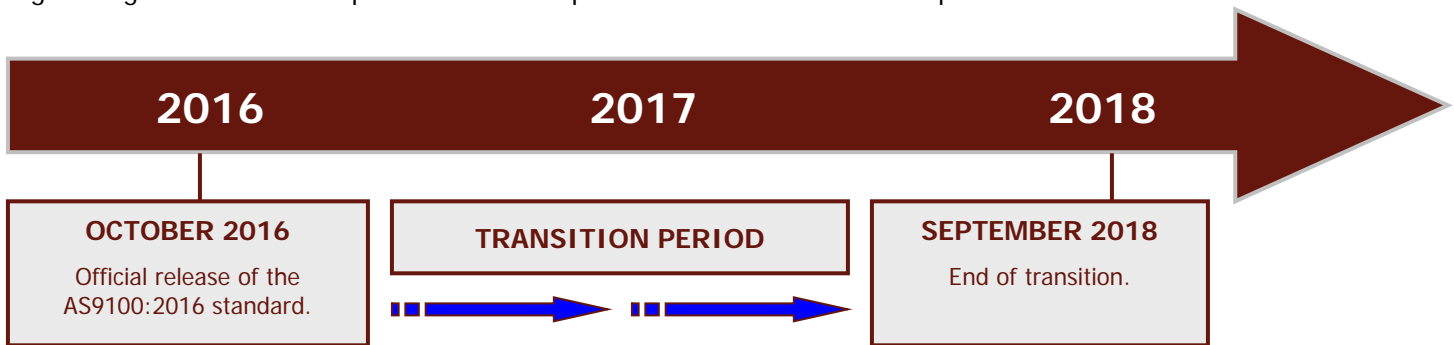
## AS9100 Rev. D is Here!

The latest revision of the aerospace QMS standard has passed through the draft stages and has been officially released. The original release was pushed back by the IAQG (International Aerospace Quality Group) in an effort to release the standard concurrently across the Americas, Asia-Pacific and European sectors.

AS9100 Rev. D has adopted the entire ISO 9001:2015 standard as a base, with additional aerospace requirements added in the appropriate places. It therefore uses the same common "Annex SL" structure, definitions and core text as ISO 9001:2015 (quality) and ISO 14001:2015 (environment).

### Transition Timeline

The transition timeline for the new AS9100 Rev. D standard is aligned with the ISO 9001:2015 transition timeline, which gives organizations until September 2018 to update their QMS to the new requirements.



### What You Can Do To Prepare

**Keep informed on the IAQG's progress.** Visit [www.sae.org/iaqq/organization/9100.htm](http://www.sae.org/iaqq/organization/9100.htm) for the latest news and updates.

**Watch for updated news and announcements.** Visit us regularly at [www.thebrc.ca](http://www.thebrc.ca) for updates and blog posts, and subscribe to our monthly Quality Review Newsletter for insight, opinions, and the latest in quality news.

**Train your teams.** Training courses for the new AS9100:2016 standard will be available following the final release of the new standard. Send employees to a public course date near you, or [Ask Us About On-Site Training](#) to have a course delivered at your location.

**Consider The BRC for specialized services to assist with implementation.** Our experienced consultants can help with Gap Analysis Audits, documentation review and revision, systems/process improvement, and other transition work. [Contact Us](#) to learn more.

# Aerospace Quality Management Training Courses

## AS9100:2016 Courses



### AS9100 Rev. C Internal Auditor

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 with exercises and case studies to teach the skills required to perform internal quality audits. This course adheres to ISO 19011:2011 guidelines for the auditing of management systems.

**Duration:** 2 Days

**Cost:** \$1,050

**CEUs:** 1.6

<b>Sep. 29 - 30</b> .....Mississauga, ON	<b>Oct. 27 - 28</b> .....Ottawa, ON	<b>Dec. 12 - 13</b> .....Mississauga, ON
<b>Oct. 6 - 7</b> .....Winnipeg, MB	<b>Nov. 21 - 22</b> .....Montreal, QC	<b>Dec. 19 - 20</b> .....Winnipeg, MB
<b>Oct. 27 - 28</b> .....Charlottetown, PE	<b>Dec. 12 - 13</b> .....Burlington, ON	

[Get Full Course Details and Register Online](#)

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

FMEA (Failure Mode & Effects Analysis) - 2 Days

Design of Experiments (DoE) - 3-4 Days

GD&T (Geometric Dimensioning & Tolerancing) - 2-4 Days

Understanding & Implementing AS9100 Rev C - 2 Days

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](#)

**For automobile manufacturers and suppliers**, quality management and production efficiency are key components of a successful business. The BRC's public and on-site courses are offered across North America and our training topics include Quality Management Systems (TS16949), Continual Improvement, the Core Tools, Process Improvement and Lean Manufacturing.

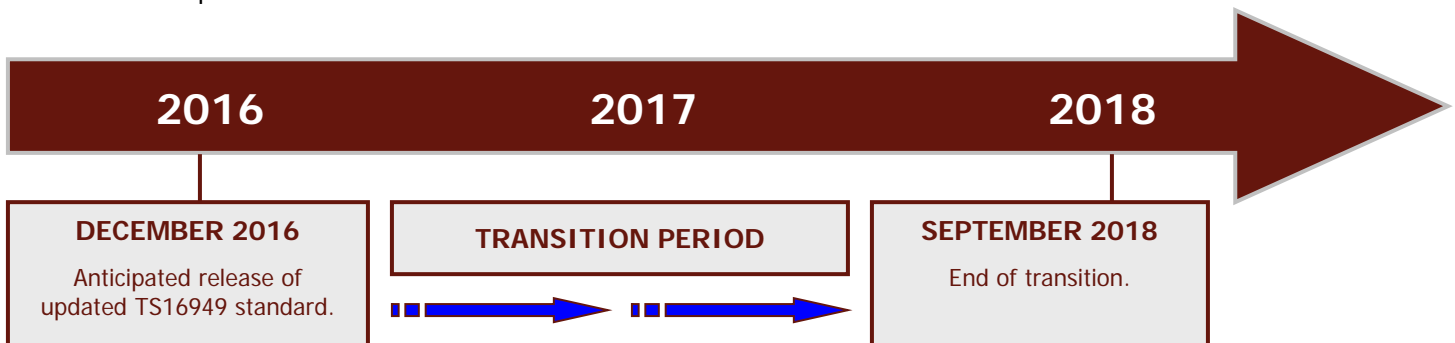
## TS16949 is Changing

The IATF (International Automotive Task Force) has completed its initial review of a revised TS16949 automotive quality standard. Intended to reflect changes in technology, safety requirements, processes and best practices, this new standard will be based on the new ISO 9001:2015 structure and content, with additional automotive-related requirements that have yet to be finalized.

The target date for completion of this new QMS standard is December 2016.

### Transition Timeline

The TS16949 international standard is set for an anticipated release in December 2016. The IATF's transition timeline is aligned with the ISO 9001:2015 transition timeline, which gives organizations until September 2018 to update their QMS to the new requirements.



### What You Can Do To Prepare

**Keep informed on the IATF's progress.** Visit [www.iatfglobaloversight.org](http://www.iatfglobaloversight.org) for the latest news and updates.

**Watch for updated news and announcements.** Visit us regularly at [www.thebrc.ca](http://www.thebrc.ca) for updates and blog posts, and subscribe to our monthly Quality Review Newsletter for insight, opinions, and the latest in quality news.

**Train your teams.** Training courses for the new TS16949:2016 standard will be available following the final release of the new standard. Send employees to a public course date near you, or [Ask Us About On-Site Training](#) to have a course delivered at your location.

**Consider The BRC for specialized services to assist with implementation.** Our experienced consultants can help with Gap Analysis Audits, documentation review and revision, systems/process improvement, and other transition work. [Contact Us](#) to learn more.

# Automotive Quality Management Training Courses

## TS16949:2016 Courses



### TS16949:2009 Internal Auditor


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 with exercises and case studies to teach the skills required to perform internal quality audits. Adheres to ISO 19011:2011 auditing guidelines and emphasizes the Process Approach to auditing.

**Duration:** 2 Days

**Cost:** \$995

**CEUs:** 1.6

Sep. 26 - 27 ..... Burlington, ON	Oct. 6 - 7 ..... Mississauga, ON	Nov. 24 - 25 ..... Belleville, ON
Sep. 26 - 27 ..... Guelph, ON	Oct. 24 - 25 ..... Windsor, ON	Nov. 24 - 25 ..... Winnipeg, MB
Sep. 26 - 27 ..... London, ON	Nov. 3 - 4 ..... Scarborough, ON	Dec. 8 - 9 ..... Mississauga, ON

[Get Full Course Details and Register Online](#) 

### Core Tools

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.

**Duration:** 2 Days

**Cost:** \$995

**CEUs:** 1.6

Sep. 12 - 13 ..... Mississauga, ON	Oct. 17 - 18 ..... Guelph, ON	Nov. 28 - 29 ..... Mississauga, ON
Oct. 17 - 18 ..... Burlington, ON	Oct. 20 - 21 ..... Windsor, ON	Dec. 5 - 6 ..... Belleville, ON
Oct. 17 - 18 ..... London, ON	Nov. 21 - 22 ..... Scarborough, ON	

[Get Full Course Details and Register Online](#) 

### FMEA (Failure Mode & Effects Analysis)


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. Participants will 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.

**Duration:** 2 Days

**Cost:** \$995

**CEUs:** 1.6

Oct. 17 - 18 ..... Windsor, ON	Oct. 27 - 28 ..... London, ON	Dec. 8 - 9 ..... Scarborough, ON
Oct. 19 - 20 ..... Mississauga, ON	Nov. 14 - 15 ..... Winnipeg, MB	
Oct. 27 - 28 ..... Guelph, ON	Nov. 21 - 22 ..... Belleville, ON	

[Get Full Course Details and Register Online](#) 

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

Understanding & Implementing TS 16949:2009 (2 days)

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](#)

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## Benefits of On-Site Training

### Why choose to have training delivered "on-site"?

Our courses can be delivered at the location of your choice, an option that many times offers significant advantages over public course dates.

Benefits include...

**A Focus on Your Organization** - Instead of general conversation that references other organizations or industries, on-site training focuses all course discussion on your organization... your processes...your people.

**Customization** - We tailor the training session to your needs to ensure that we hit your specific training objectives. Emphasize or de-emphasize different subjects, replace generic exercises with real-world examples from your company...even combine subjects to create truly customized training sessions.

**Convenient Scheduling** - Training can be done on dates that work best for you, and courses can be spread out over time to reduce the stress caused by taking employees away from other responsibilities.

**Practical Workshops** - On-site training sessions offer the opportunity to add workshops that enhance learning and lock-in new skills. Audit Workshops provide hands-on auditing experience led by the instructor. Problem Solving Workshops take new-found skills and apply them to a current real-world problem in the organization. The options are nearly endless, and each offers the opportunity to increase training value and accomplish real work in the process.

**ON-SITE  
TRAINING**

**[CLICK HERE](#) to request more information  
or a quote for on-site training.**



# Medical Devices

**Manufacturers of Class II, III and IV medical devices in Canada** must establish and maintain a certified ISO 13485 Quality Management System in order to comply with Health Canada requirements and obtain a Medical Device Establishment License. The BRC offers a full range of quality management training and related services for medical device manufacturers, suppliers and distributors.

## Transitioning to ISO 13485:2016

An in-depth study of the new ISO 13485:2016 standard for medical device quality management systems. Learn the new requirements through hands-on exercises and class discussion. Critical knowledge for leadership, management and team members who need to understand these new requirements as they prepare to transition the organization's QMS.

**Duration:** 1 Day  
**Cost:** \$695  
**CEUs:** 0.8

<b>Sep. 28</b> .....Mississauga, ON	<b>Oct. 26</b> .....Ottawa, ON	<b>Nov. 16</b> .....Victoria, BC
<b>Oct. 18</b> .....London, ON	<b>Oct. 26</b> .....Montreal, QC	<b>Dec. 7</b> .....Mississauga, ON
<b>Oct. 18</b> .....Guelph, ON	<b>Nov. 2</b> .....Vancouver, BC	<b>Dec. 7</b> .....Halifax, NS

[Get Full Course Details and Register Online](#) 

## Understanding & Implementing ISO 13485:2016

Delivers a broad understanding of the ISO 13485:2016 requirements governing quality management systems for medical devices, offers guidance on implementing an ISO 13485 QMS in your organization, and introduces concepts laid out in ISO 14971 (Risk Assessment for Medical Devices).

**Duration:** 2 Days  
**Cost:** \$995  
**CEUs:** 1.6

<b>Nov. 28 - 29</b> .....Montreal, QC	<b>Nov. 30 - Dec. 1</b> .....London, ON	<b>Dec. 12 - 13</b> .....Ottawa, ON
<b>Nov. 30 - Dec. 1</b> .....Mississauga, ON	<b>Dec. 5 - 6</b> .....Vancouver, BC	<b>Dec. 12 - 13</b> .....Halifax, NS
<b>Nov. 30 - Dec. 1</b> .....Guelph, ON	<b>Dec. 8 - 9</b> .....Victoria, BC	

[Get Full Course Details and Register Online](#) 

## ISO 13485:2016 Internal Auditor

Provides participants with an understanding of the new ISO 13485:2016 standard's requirements and establishes basic auditing principles. Through workshops and exercises, participants will learn to interpret the ISO 13485 requirements, as well as plan and conduct internal audits according to the guidelines presented in ISO 19011:2011 - Guidelines for Auditing Management Systems.

**Duration:** 2 Days  
**Cost:** \$995  
**CEUs:** 1.6

<b>Dec. 8 - 9</b> .....Montreal, QC
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[Get Full Course Details and Register Online](#) 

## ISO 13485:2003 Internal Auditor

Provides participants with an understanding of the ISO 13485:2003 standard's requirements and establishes basic auditing principles. Through workshops and exercises, participants will learn to interpret the ISO 13485 requirements, as well as plan and conduct internal audits according to the guidelines presented in ISO 19011:2011 - Guidelines for Auditing Management Systems.

**Duration:** 2 Days  
**Cost:** \$995  
**CEUs:** 1.6

<b>Aug. 8 - 9</b> .....Ottawa, ON	<b>Oct. 6 - 7</b> .....Montreal, QC	<b>Nov. 24 - 25</b> .....Mississauga, ON
<b>Oct. 6 - 7</b> .....Halifax, NS	<b>Nov. 7 - 8</b> .....Vancouver, BC	<b>Nov. 28 - 29</b> .....Ottawa, ON

[Get Full Course Details and Register Online](#) 

### 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 is the most important quality management standard for testing & calibration laboratories** around the world. Accreditation to this standard demonstrates technical competence and the ability to consistently produce accurate test and/or calibration results.

The BRC works with laboratories to implement new ISO 17025 Quality Management Systems, conduct internal audits, and train employees in quality-related skills, including:

## Understanding & Implementing ISO 17025:2005

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.

**Duration:** 2 Days

**Cost:** \$995

**CEUs:** 1.6

<b>Oct. 6 - 7</b> .....Ottawa, ON	<b>Nov. 3 - 4</b> .....Burlington, ON	<b>Nov. 17 - 18</b> .....Vancouver, BC
<b>Oct. 13 - 14</b> .....Saskatoon, SK	<b>Nov. 3 - 4</b> .....Guelph, ON	
<b>Oct. 17 - 18</b> .....Winnipeg, MB	<b>Nov. 3 - 4</b> .....Mississauga, ON	

[Get Full Course Details and Register Online](#) 

## ISO 17025:2005 Internal Auditor


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 with exercises and case studies to teach the skills required to perform internal quality audits.

**Duration:** 2 Days

**Cost:** \$995

**CEUs:** 1.6

<b>Sep. 22 - 23</b> .....Mississauga, ON	<b>Nov. 16 - 17</b> .....Mississauga, ON	<b>Dec. 1 - 2</b> .....Victoria, BC
<b>Oct. 13 - 14</b> .....Ottawa, ON	<b>Nov. 21 - 22</b> .....Guelph, ON	<b>Dec. 5 - 6</b> .....Vancouver, BC
<b>Oct. 27 - 28</b> .....Winnipeg, MB	<b>Nov. 21 - 22</b> .....Burlington, ON	
<b>Oct. 31 - Nov. 1</b> .....Saskatoon, SK	<b>Nov. 24 - 25</b> .....Edmonton, AB	

[Get Full Course Details and Register Online](#) 

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

Measurement of Uncertainty (1 Day)

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

# Quality & Auditing Skills


The support, maintenance and continual improvement of quality (and quality management systems) requires a specialized set of skills. Auditing. Problem Solving. Process Improvement. The list is long and can be expanded even further to include many other skill sets and disciplines (manufacturing skills, statistics and measurements, etc.). Learn more about the different ways you can enhance your team's skills in Auditing, Root Cause Analysis, Process Mapping, and other core disciplines that every organization needs and uses...

## Advanced Auditing Skills

This in-depth auditing course for experienced auditors quickly refreshes the fundamental auditing skills and goes on to cover the knowledge required to lead an audit team. Topics include planning an audit program, selecting/managing an audit team, conducting opening and closing meetings, preparing audit reports and findings, and effectively identifying opportunities for improvement.

**Duration:** 2 Days  
**Cost:** \$995  
**CEUs:** 1.6

<b>Aug. 18 - 19</b> .....Mississauga, ON	<b>Oct. 6 - 7</b> .....Burlington, ON	<b>Nov. 17 - 18</b> .....Mississauga, ON
<b>Sept. 26 - 27</b> .....Montreal, QC	<b>Oct. 6 - 7</b> .....Guelph, ON	<b>Dec. 12 - 13</b> .....Calgary, AB
<b>Sept. 26 - 27</b> .....Ottawa, ON	<b>Oct. 6 - 7</b> .....London, ON	<b>Dec. 12 - 13</b> .....Edmonton, AB
<b>Sept. 29 - 30</b> .....Saskatoon, SK	<b>Oct. 11 - 12</b> .....Winnipeg, MB	
<b>Sept. 29 - 30</b> .....Vancouver, BC	<b>Oct. 20 - 21</b> .....Halifax, NS	


[Get Full Course Details and Register Online](#) 

## Root Cause Analysis

An in-depth course on 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 receive an overview of problem solving techniques and approaches, as well as detailed instruction on the tools and techniques used as part of the Root Cause Analysis approach.

**Duration:** 2 Days  
**Cost:** \$995  
**CEUs:** 1.6

<b>July 11 - 12</b> .....Calgary, AB	<b>Oct. 24 - 25</b> .....Burlington, ON	<b>Dec. 8 - 9</b> .....Ottawa, ON
<b>Sep. 13 - 14</b> .....Ottawa, ON	<b>Oct. 24 - 25</b> .....Guelph, ON	<b>Dec. 8 - 9</b> .....Saint John, NB
<b>Sep. 22 - 23</b> .....Mississauga, ON	<b>Oct. 24 - 25</b> .....London, ON	<b>Dec. 15 - 16</b> .....Calgary, AB
<b>Sep. 22 - 23</b> .....Saskatoon, SK	<b>Oct. 26 - 27</b> .....Sudbury, ON	<b>Dec. 19 - 20</b> .....Edmonton, AB
<b>Sep. 26 - 27</b> .....Vancouver, BC	<b>Nov. 9 - 10</b> .....Scarborough, ON	<b>Dec. 19 - 20</b> .....Victoria, BC
<b>Oct. 3 - 4</b> .....Victoria, BC	<b>Nov. 21 - 22</b> .....Mississauga, ON	<b>Dec. 19 - 20</b> .....Vancouver, BC
<b>Oct. 3 - 4</b> .....Windsor, ON	<b>Nov. 23 - 24</b> .....Saskatoon, SK	<b>Dec. 21 - 22</b> .....Halifax, NS
<b>Oct. 7 - 8</b> .....Winnipeg, MB	<b>Nov. 28 - 29</b> .....Belleville, ON	

[Get Full Course Details and Register Online](#) 

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

Process Mapping - 2 Days

Introduction to Root Cause Analysis - 1 Day

Fundamental Auditing Skills - 1 Day

Quality Improvement - 2 Days

8D Problem Solving - 1 Day

Measuring Customer Satisfaction - 1 Day

ISO 19011 & The Process Approach to Auditing - 2 Days

Basics of Problem Solving & Continual Improvement - 2 Days

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

# Manufacturing

**Manufacturing is a broad industry**, but across different markets manufacturers face many of the same Quality requirements, expectations, and challenges. The BRC offers public and on-site training to help companies with a variety of production related topics, including Risk Management (FMEA, etc.), Process Improvement, Core Tools, Design of Experiments, Total Productive Maintenance and GD&T.

## FMEA (Failure Mode & Effects Analysis)

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. Participants will 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.

**Duration:** 2 Days

**Cost:** \$995

**CEUs:** 1.6

Oct. 17 - 18 .....Windsor, ON      Oct. 27 - 28 .....London, ON      Dec. 8 - 9 .....Scarborough, ON  
Oct. 19 - 20 .....Mississauga, ON      Nov. 14 -15 .....Winnipeg, MB  
Oct. 27 - 28 .....Guelph, ON      Nov. 21 - 22 .....Belleville, ON

[Get Full Course Details and Register Online](#) 

### 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.

**Start now.**  
It takes just a few mouse-clicks to get started.

**Train more.**  
Available to everyone. Anywhere. Anytime.

**Avoid conflicts.**  
Train at your own pace and schedule.

**Reduce costs.**  
Less time away from other responsibilities.

## 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



**CLICK HERE** to visit our site and get started...



A more convenient way to learn!

# Management Training

## Management Development - Level I

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

For **experienced managers** looking to cultivate 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...)



### Online Training

Cutting edge and interactive.  
Train from anywhere on your schedule, and reach more employees than ever before.

[Learn More](#)



### Consulting

Leverage our expertise, tools and resources to improve your systems, solve problems, and put the puzzle pieces together.

[Learn More](#)



### 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.

[Learn More](#)



### 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.

[Learn More](#)