The BRC Business Resource Centre

QUALITY REVIEW

A Newsletter for Quality Management Professionals

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Emergency (Risk) Management Preparedness – The Basics (Part 1)

By Mike Haycock, Sr. BRC Quality Consultant

September is Emergency preparedness month and there was probably never a time that this was more important. Most of this planning has the focus of government at different levels, healthcare facilities, first responders and we as individuals. Unfortunately for most organizations the day to day struggle takes most of our effort.

The reality for any organization is that this actually falls in line with our Health and Safety, the Environment and – YES - even with our organizational operational/business practices. For those of you who have implemented the ISO 9001:2015 requirements – or who expect to - risk management is not only identified – it is promoted. While there is extensive and detailed information available for risk management, most of us may just need to address the common sense practices that are specifically identified for ISO 9001:2015. The best way to address risk management is – think about it.

For most of us the circumstance that lands the emergency at our feet – or at our doorstep – is unusual. Yes but - what were the people of Fort McMurray thinking when someone first smelled smoke. The real world has a way to outdo anything we can imagine. Just a little preparation can make a difference – even lifesaving.

We're going to try and provide a little structure for some of the practices that should help with your needs regardless of whether you're operating a machine shop or a hospital – or anything in between. This could include your common day-to-day activities... or it could be used to identify and deal with those once in a lifetime situations that potentially face any organization.

Every year on the anniversary of "9/11", I learn something new. It seemed quite amazing at the time – Sept 11, 2001 - but the New York stock exchange was back up and running within days of this tragic event. The ability to carry on business brought back some sense of normalcy very quickly. The "head" of the New York stock exchange had been preparing for such an event for years and after an initial dip, stocks came back. These events may seem to be distant past and perhaps even more distant from our daily efforts.

The truth is even the simplest act of preparedness may benefit in ways we cannot even imagine.

Emergency management should be considered one more arm of your organization's operating system. Organizations have planned for how they could continue operations under extreme conditions. This included work at distance (home), cross training, identification of key operating functions, etc. What processes within the organization are essential for minimum operations? The point is we can manage or we can become victims. The victim doesn't have to be the person – but the organization.

"Risk" is the effect of uncertainty on objectives. Emergency management requires the evaluation and understanding of this emergency context for the organization and the risk present. The clarity of the actual or potential situation allows for the ability to prevent, mitigate or respond. Emergency management should be addressed as a system in a comprehensive and disciplined manner. Understanding the contingencies that may be considered and the potential internal risk that exists within the organization – and the external risk that comes from the world around us.

In Part 2 of this article we'll look at a simple methodology to provide just a little structure…

What Will Quality Look Like in 20 Years?

by Peter J. Holtmann, President and CEO, Exemplar Global

To look to the future, the quality profession is revisiting its roots. The question is, "Where is the next generation to help the profession look ahead?" Or, as I like to think of it, "What's the emoticon for quality?"

I recently attended ASQ's World Conference on Quality and Improvement where we discussed powerful questions such as, "What will quality look like in 20 years? What will it be called? Will it still be relevant?"

The reality of the situation was that I was in a room where the average age was older than the quality movement itself. I mean no disrespect to the elders of our profession as they have taken us a long way, but I wonder what message they will have for future quality leaders.

In one session, we broke into groups to ponder the future of quality and were asked to report back to the room.

One by one, each table presented their considered responses on how tools need to improve to manage process, how the language of quality needs to migrate upward toward the board or C-suite, and how the quality body of knowledge needs to be revisited.

The room comprised leaders from the United States, Europe, Asia, Latin America, Australasia, the Middle East, and Africa, and each perspective was diverse and created from the relative age of the quality industry of their origin. The Japanese in particular had an interesting perspective that quality was not a word used in Japan, as it is a part of their daily lives and didn't require a label to give it substance.

At last it was my turn to speak, an honor thrust upon me by my group as punishment I suspect for being so vocal and making boasts like, "What does quality really mean anyway?"

I was seated at the European table, with delegates coming from a continent where the quality process has been honed to a smooth surface over many decades. We discussed ideas around quality as a term, its value to future generations, and its use in a data-driven society.

I suggested to the room that given the rate of change for adoption of new processes, technology, social structures, and the like, what room is there for a structured quality environment whereby you subscribe to a directive documented in a standard and set your life's work against the achievement of staying within the boundaries?

Since I wasn't yet being chased from the room, I continued. "Ten years ago it took 12 months to become compliant to quality practices. Today it could take 10 days depending on your product or service. Tomorrow it could be 10 minutes given the rate of adoption of quality. So why should we remain fixed to a process that was built in the 1800s, documented in the 1950s, globalized in the 1980s, and iterated ever since?"

Seeing the room was on the edge of their seats, I raised the pitch, volume and ante. "We should consider quality as an on-demand activity whereby the data stream is constant and insatiable.

"In fact, just the amount of data supplies through media such as augmented reality will be so great that it will be difficult to determine good data from bad.

"Given this on-demand, data-filled life, what role does quality play?"

Pushing toward a conclusion, I posited, "Quality as a word is meaningless; it doesn't even translate into every language or culture. If you asked a Tibetan what quality was he or she might say it's about being happy." Incidentally, Tibetans are one of the happiest people on Earth.

"Quality as a product is valueless," I boldly proclaimed. "If you consider the Japanese example from earlier, quality is just a part of your life not something you go to work to do. So why should it be a commercial activity? Hence, quality will be free.

"Quality as a change agent for industry will cease to exist as the next generation will be selecting and providing their own products and services from some form of portable device in the comfort of their homes. The type of quality selected will be dependent on a social rating system, not unlike the thumbs up "like" emoticon on social media sites today. You may end up liking a product that, in turn, builds the company's activities to 'follow the thumbs' as it were."

Summing up my thoughts, I concluded, "What's left for quality, or whatever it's called? Quality will be about teaching people the thesaurus of quality terms as it is presented to them. Knowing what aspects of quality are important and how to seek, digest, and engage with it will be the purpose of the quality profession. Providing the meaning behind the stream of electronic ad nauseam pervading our lives will have meaning."

I figured I hit a nerve, or at best created uncertainty, by the lack of applause or recognition of my presentation. But really the message wasn't for the people in the room, it was for the future professional interested in providing thumbs-up moments to the world. They will be the ones to take the concept and run with it.

I hope that this article will be read by the emerging professional and encourage further thought on how to engage with "quality".

Quality has purpose, but it needs to evolve to remain relevant and effective. There is no right answer to the questions posed here. The perception of one person is as good as another. The opinion with the most likes will prevail.

This article first appeared in [CERM Risk Insights.]

EVERYTHING YOU NEED TO KNOW ABOUT...

...the next Automotive Quality Standard.

ISO/TS 16949:2009 is about to be replaced. Here are the details you need to know...

What and Why?

In October 2016 a new Technical Specification, IATF 16949:2016, will supersede and replace ISO/TS 16949:2009. Following the 2015 update of ISO 9001, the goal of this Technical Specification is the development of a quality management system that:

- Provides for continual improvement,
- Emphasizes defect prevention,
- Includes specific requirements and tools from automotive industry, and
- Promotes reduction of variation and waste in the supply chain.

This International Standard, coupled with applicable customer-specific requirements, will continue to drive the fundamental quality management system requirements for automotive production, service and/or accessory parts organizations.

The development of IATF 16949:2016 included feedback solicited from certification bodies, auditors, suppliers, and original equipment manufacturers (OEMs), and a major goal was to create an innovative document with a strong customer orientation. IATF 16949:2016 also incorporates common automotive customer-specific requirements.

Name and Relationship with ISO 9001:2015

The new technical specification will be titled "IATF 16949:2016", a departure from the previous "ISO/TS" designation and a clear statement that this is an IATF document...to be published by the IATF. However, the IATF has clearly stated that IATF 16949:2016 will not be a stand-alone QMS and that this document will:

- be aligned with and make reference to ISO 9001:2015, the most recent version of ISO's QMS;
- fully respect the ISO 9001:2015 structure and requirements; and
- be implemented as supplement to, and in conjunction with, ISO 9001:2015.

Details of Your Transition Strategy

As part of IATF 16949:2016's alignment with ISO 9001:2015, the timeline for transition will identical to the timeline laid out for ISO 9001:2015 companies.

Existing TS/ISO 16949:2009 certificates will remain valid through September 14, 2018, at which point they will expire and must be replaced by a new IATF 16949:2016 certificate. This represents a 3-year transition window from the original date of release for ISO 9001:2015 (September 2015).

The exact timing and pathway for transition will depend on an organization's current certificate date, surveillance audit schedule, and other factors. For more detailed guidance, have a look through the IATF Transition Guidance document that we have linked to at the bottom of this article. And, as always, be sure to start a dialogue with your registrar as early as possible to ensure that you can take advantage of the most efficient and cost-effective transition timeline for your organization. You can formulate a plan from the guidance offered by IATF, but always get confirmation (in writing) from your registrar to avoid surprises later in the process.

Become a BRC Insider...

There is no cost or obligation...and you'll have access to hundreds of resources, newsletters, blog posts & more.

Click on a resource below to get immediate access...

IATF 16949:2016 Resources and Reference Material

The following resources and reference material is available on The BRC's website to BRC Insiders.

IATF 16949:2009 Transition Strategy - This 11 page document from the IATF provides detailed guidance on the transition process, including timing, the audit process, nonconformity management, and more.

IATF 16949:2009 Press Release - The IATF's official press release announcing the upcoming release of IATF 16949:2016 and its relationship with ISO 9001:2015.

IATF 16949:2009 Transition Plan - Released in April 2016, this 11 slide PowerPoint presentation (in PDF format) provides a general overview of the transition timeline and scheduling options.

COMING SOON - Everything You Need to Know About...Implementing the next automotive standard.

ASK THE EXPERT

Documents vs. Records...

Q:

Under ISO 9001 do you consider a purchase order as a document or a record, or both? In one sense it is approved criteria to work to, and in another a record demonstrating information provided.

- John Apostoli, CDG

A:

A purchase order is a document, which is further defined depending on the "condition" that it is in.

The purchase order as a form is a controlled document to be "maintained" to ensure it is current and provides the proper prompts to allow the purchasing activity to be carried out as required by the organization.

The purchase order as a record has been completed and provides evidence of what has occurred pertaining to that purchase activity, and is to be "retained".

A document such as a procedure, work instruction or a form provides instruction or direction.

A document as a record provides evidence.

- Michael Haycock, Sr. BRC Quality Consultant

COURSE CATALOGUE & SCHEDULE

July - December 2016

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.

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

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.

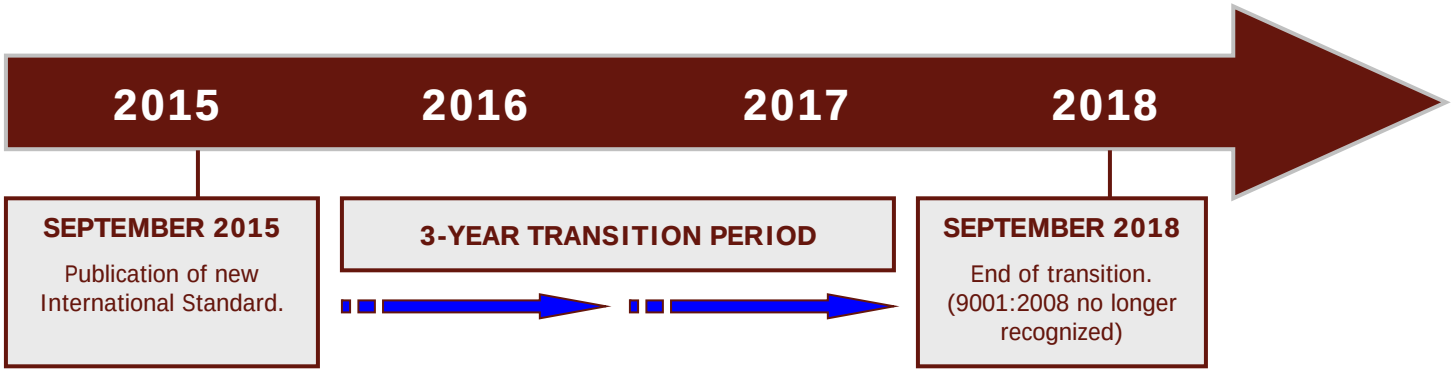
Transitioning to ISO 9001:2015

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.

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.).

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

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

Sep. 15 - 16.....Mississauga, ON
Sep. 15 - 16 .....Saskatoon, SK
Sep. 19 - 20 .....Sudbury, ON
Oct. 3 - 4 .....London, ON
Oct. 3 - 4 .....Burlington, ON
Oct. 3 - 4.....Guelph, ON
Oct. 6 - 7 .....Calgary, AB
Oct. 11 - 12.....Mississauga, ON
Oct. 13 - 14 .....Montreal, QC
Oct. 13 - 14.....Scarborough, ON
Oct. 20 - 21.....Ottawa, ON
Nov. 3 - 4 .....Winnipeg, MB
Nov. 3 - 4 .....Edmonton, AB
Nov. 7 - 8.....Halifax, NS
Nov. 14 - 15.....Victoria, BC
Nov. 14 - 15.....Saint John, NB
Nov. 21 - 22 .....Vancouver, BC
Nov. 24 - 25.....Saskatoon, SK
Dec. 1 - 2.....Windsor, ON
Dec. 12 - 13.....Scarborough, ON
Dec. 12 - 13.....Belleville, ON
Dec. 15 - 16.....Burlington, ON
Dec. 15 - 16 .....Guelph, ON
Dec. 15 - 16.....London, ON
Dec. 19 - 20 .....Mississauga, ON
Dec. 20 - 21 .....Edmonton, 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

Nov. 16 .....Mississauga, ON	**Nov. 30** .....Ottawa, ON	**Dec. 7** .....Vancouver, BC
Nov. 23 .....London, ON	**Dec. 2** .....Victoria, BC	**Dec. 12**.....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

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

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.

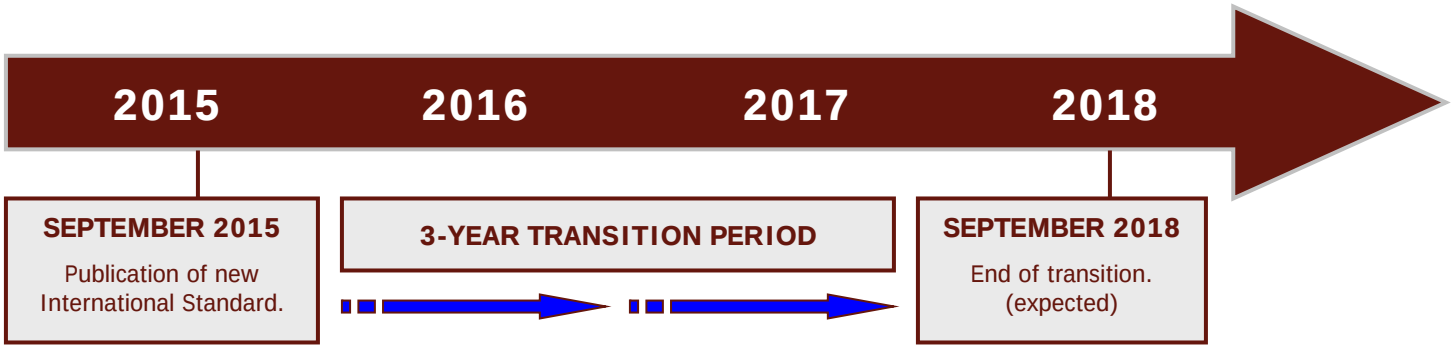
Transitioning to ISO 14001:2015

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.

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

Sep. 14 - 15 .....London, ON	**Sep. 26 - 27** .....Halifax, NS	**Nov. 7 - 8** .....Edmonton, AB
Sep. 15 - 16 .....Vancouver, BC	**Oct. 11 - 12** .....Montreal, QC	**Dec. 5 - 6**.....Mississauga, ON
Sep. 19 - 20.....Windsor, ON	**Oct. 17 - 18** .....Ottawa, ON	**Dec. 8 – 9** .....Victoria, BC
Sep. 19 - 20 .....Calgary, AB	**Oct. 17 - 18**.....Saskatoon, SK	**Dec. 15 - 16**.....Vancouver, BC
Sep. 19 - 20 .....Edmonton, AB	**Oct. 24 - 25** .....Winnipeg, MB	
Sep. 22 - 23 .....Mississauga, ON	**Nov. 7 - 8** .....Calgary, AB	

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

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

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

Sep. 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

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

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

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

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

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

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

Sep. 26 - 27 .....Mississauga, ON	**Nov. 24 - 25** .....Calgary, AB	**Dec. 1 - 2** .....Ottawa, ON
Oct. 17 - 18.....Edmonton, AB	**Nov. 24 - 25** .....Windsor, ON	**Dec. 5 - 6** .....Halifax, NS
Oct. 31 - Nov. 1 .....Sudbury, ON	**Nov. 24 - 25** .....London, ON	
Nov. 10 – 11 .....Victoria, BC	**Dec. 1 - 2**.....Vancouver, BC	

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

Aerospace

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...

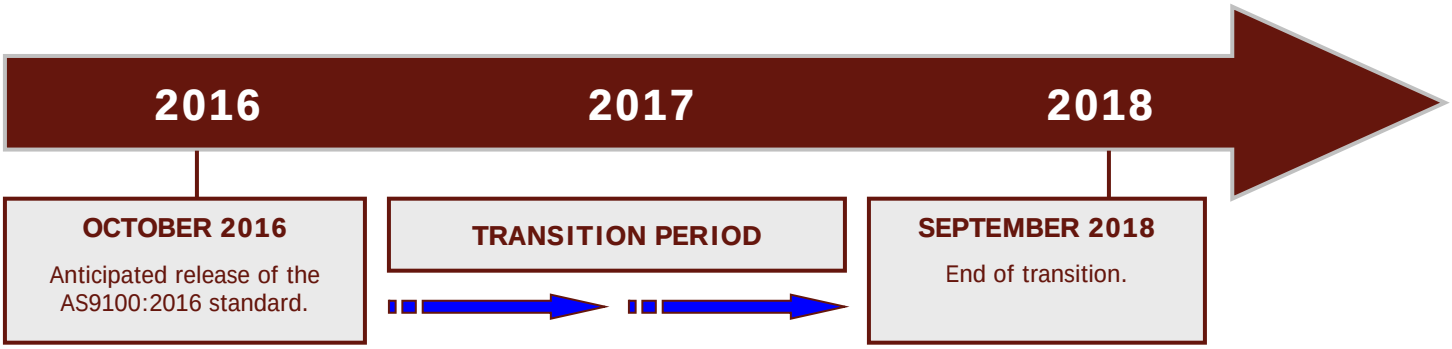
AS9100:2016 is Coming!

The latest revision of the aerospace QMS standard has passed through the draft stages and is set for an anticipated release in October 2016. This release date has been set by the IAQG (International Aerospace Quality Group) in an effort to release the standard concurrently across the Americas, Asia-Pacific and European sectors.

AS9100:2016 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 AS9100:2016 standard is set for international release in October 2016. The transition timeline for this new 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/iaqg/organization/9100.htm for the latest news and updates.

Watch for updated news and announcements. Visit us regularly at 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

Sep. 29 - 30.....Mississauga, ON	**Oct. 27 - 28** .....Ottawa, ON	**Dec. 12 - 13**.....Burlington, ON
Oct. 6 - 7.....Winnipeg, MB	**Nov. 14 - 15**.....Halifax, NS	**Dec. 12 - 13** .....Mississauga, ON
Oct. 27 - 28 .....Charlottetown, PE	**Nov. 21 - 22**.....Montreal, QC	**Dec. 19 - 20**.....Winnipeg, MB

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

Automotive

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.

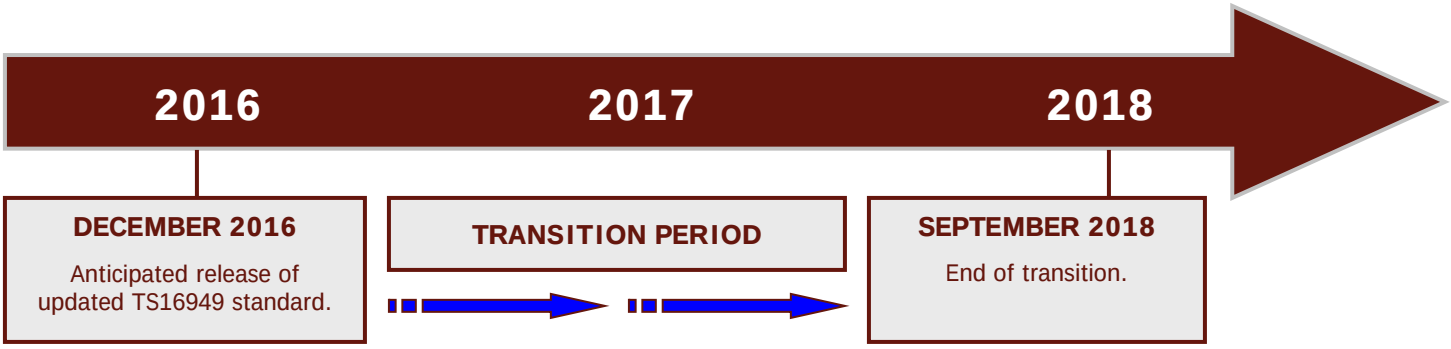
TS16949 is Changing

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 for the latest news and updates.

Watch for updated news and announcements. Visit us regularly at 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 4th 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

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 session 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 problems 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

This 1-day course provides 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

Sep. 28 .....Mississauga, ON
Oct. 18.....London, ON
Oct. 18 .....Guelph, ON
Oct. 26 .....Ottawa, ON
Oct. 26.....Montreal, QC
Nov. 2 .....Vancouver, BC
Nov. 16 .....Victoria, BC
Dec. 7 .....Mississauga, ON
Dec. 7.....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

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

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

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

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

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

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

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

Auditing & Quality 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

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

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

July 11 - 12 .....Calgary, AB
Sep. 13 - 14.....Ottawa, ON
Sep. 22 - 23 .....Mississauga, ON
Sep. 22 - 23 .....Saskatoon, SK
Sep. 26 - 27.....Vancouver, BC
Oct. 3 - 4 .....Victoria, BC
Oct. 3 - 4 .....Windsor, ON
Oct. 7 - 8 .....Winnipeg, MB
Oct. 24 - 25.....Burlington, ON
Oct. 24 - 25 .....Guelph, ON
Oct. 24 - 25 .....London, ON
Oct. 26 - 27.....Sudbury, ON
Nov. 9 - 10.....Scarborough, ON
Nov. 21 - 22 .....Mississauga, ON
Nov. 28 - 29 .....Belleville, ON
Dec. 5 - 6 .....Halifax, NS
Dec. 8 - 9 .....Ottawa, ON
Dec. 8 - 9 .....Saint John, NB
Dec. 15 - 16 .....Calgary, AB
Dec. 19 - 20 .....Edmonton, AB
Dec. 19 - 20 .....Victoria, BC
Dec. 19 - 20 .....Vancouver, BC

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 Services

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 4th 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. 19 - 20.....Mississauga, ON
Oct. 27 - 28 .....Guelph, ON
Oct. 27 - 28 .....London, ON
Nov. 14 -15 .....Winnipeg, MB
Nov. 21 - 22.....Belleville, ON
Dec. 8 - 9.....Scarborough, 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 Skills

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 polices, 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