The BRC Business Resource Centre

QUALITY REVIEW

A Newsletter for Quality Management Professionals

ISSUE #178
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Emergency (Risk) Management Preparedness – The Basics (Part 2)

By Mike Haycock, Sr. BRC Quality Consultant

In Part 1 we laid some groundwork by reminding ourselves that emergency and risk management, at a basic level, involves identifying and evaluating risks...and then making plans to prevent, mitigate or respond.

Here in Part 2 we'll look at a simple methodology to provide just a little structure to these activities…

1) Overview

Review with others in the organization what you would need or expect to accomplish. Perhaps there are small steps needed to begin. Contingency planning and objectives could identify starting points. There is a need to identify the actual or potential risks that face the organization at least at a very high level. Once the overview has been completed the expectation needs to be communicated within the organization.

2) Management Involvement

Recognize the need for the total support of any system by the most senior management. If the value of what is created and implemented is recognized, it will be much easier for management and the organization to support. This can be a challenge – as busy as everyone is – and as clear as the need to be responsible for available funds. The value of course is not just in our preparedness but also in the "due diligence" that comes with practical and legal connotation. We just don't let "stuff" happen to us.

3) Planning

Identify the potential of emergencies (risks), and consider a response. Planning should include risk assessment to recognize and allow for the appropriate response.

Every municipality in Ontario is required to have an Emergency plan. Because of my interest, I have actually read some. Most seem based on the same template which is OK, but I have some questions:

- What is the means to confirm the system will actually work as expected (self evaluation, table top exercises, internal audits, something…)?
- No plan that I have read has considered the possibility that the municipality infrastructure itself doesn't exist (I know this is an extreme example but not to consider it **is** a weakness – and yes I do have an answer to this.)
- Multiple plans identify the emergency efforts and or supplies that are needed – and to be procured AFTER the event. I can picture many events that will only be "come as you are".

Some time ago I was invited to a "local" fire department and the Chief was kind enough to explain the effort that went into their planning. Even when they're not responding to a fire, car accident, etc – they are preparing. While not usually or easily impressed – I was.

4) Resources

Skills and knowledge of people involved in the system need to be identified to allow for effective participation and response. What are the skill sets necessary to prepare people? We cannot assume. This is like actually expecting the Wizard of Oz to help Dorothy find her way back to Kansas.

There is an interesting "new" requirement" in ISO 9001:2015 – Organizational Knowledge (7.1.6). This is information that, generally, is specific to the organization.

Some years ago a group of us were flying home on a small company plane. There had been and was quite a snowstorm and there was a question of whether we would be able to fly into our little local "country" airport. A major airport was within distance but this would mean renting a car, coming back for the plane, etc, etc. The pilot changed course for the major airport. While there was some inconvenience, I learned later a previous company aircraft had crashed during a similar situation 2 years earlier, when the senior executive on the plane "overrode" the pilot's decision and had him "try" to land on the "home" field. (Two killed, everyone else injured.) What would seem obvious – the pilot should make that decision – was not. The ultimate inconvenience is not making it home at all.

While most of our work activities are not this dramatic, even a simple structure could be of great use. Incident Command System (ICS) could provide an effective system for emergency management for any organization. Even without the structure of a complete system – the basics would allow for some control in an emergency.

5) Operational Controls

There is a need to provide absolute clarity in your methods of operation. Some controls could come from other management systems that you have in place for Quality, Environment and Occupational health and safety. Controls should be periodically reviewed to ensure the mission and mandate of the organization is supported – and followed. When traveling I often read the local news. There was an article that caught my attention on the response of emergency vehicles. The city council required their emergency response team obey all traffic laws (with some leeway) including speed limits. They had a number of serious accidents involving emergency vehicles. The philosophy changed from speed is of the essence – to arrival is of the essence. (You help no one if you are also involved in an accident.)

6) Core Activities

To identify the essence of emergency (risk) management could include core activities such as:

Preparation – to consider what can be done to prevent, mitigate, respond and recover.

Prevention – to prevent the event or incident from occurring.

Mitigation – to lessen the impact of any event.

Response – actual response to deal with the occurrence (including ICS).

Recovery – clean up, fix up, debrief and lessons learned.

Some of the core activities are different from those traditionally identified – hopefully we have offered some improvement.

7) Evaluation and Checking

To identify the need for a response mechanism when the emergency management system doesn't work as expected. This could include:

- identification and documentation of control over problem activities.
- clear expectation of circumstances requiring root cause analysis (corrective action).
- preventive action and continual improvement to be proactive with any system.
- internal audits to periodically evaluate the operational effectiveness and efficiency of the system currently in place (advance warning system).

Commercial for profit manufacturing and production, not-for-profit, government at any level, hospitals, hotels, schools, airlines, railroads, etc. – any organization can benefit from clarity in response expectations – especially in the case of an emergency.

Stuff happens. Recently a "sink hole" opened up in downtown Ottawa. (No jokes please.) There was a picture of a van – in the sink hole. This changed traffic patterns (aside from those of the van), travel routes and a considerable increased awareness of the infrastructure requirements. The point is not to be able to prepare to respond to a sink hole – but to have considered how to prepare to respond, in some manner – whether you are municipal government or a business that is not getting its deliveries.

This article was specifically intended for September "Emergency Preparedness" Month. Obviously much of this could also be used in general to address risk requirements now part of ISO 9001:2015. The value should be that even if you can't do everything, you can do something.

"Be prepared". What was true when we were young hasn't lost anything with time.

Sample Action Plan for Transitioning to ISO 9001:2015

By Lynn Clyde, BRC Quality Consultant

The ISO 9001 standard is revised every several years to ensure that it is relevant for the marketplace and that it continues to offer the best possible practices for your Quality Management System. The ISO 9001:2015 international standard was officially released in September 2015, and organizations have 3 full years from the date of release to update their QMS to the new requirements. This means that organizations will be required to have their QMS meet the new requirements by September 2018 at the latest, and ISO 9001:2008 will no longer be recognized.

When transitioning to the new version, organizations may consider the following action plan. Keep in mind that this plan is not all inclusive and every organization will be different, depending on the existing QMS that is in place. This is a guideline and the action items do not necessarily need to be conducted in this order, but it is strongly recommended that the first few items be addressed first.

Action Items

1. Presentation to leadership on the new requirements of the standard. Consider the information in the IRCA white paper "ISO 9001:2015 Understanding the International Standard". Visit the BRC Resource Library or download a copy directly.

2. Establish a steering committee for the transition to ISO 9001:2015. Hint: this should involve "leadership". ☺

3. Conduct a Gap Analysis.

4. Determine/clarify context of the organization (4.1).
    - Identify internal/external issues.
    - Consider conducting SWOT/PEST/LE analysis.

5. Determine/clarify interested parties and their needs and expectations (4.2).

6. Review/clarify the scope of the QMS (4.3).

7. Review the processes of the organization, ensuring they include the required information for the process approach (4.4). This could also be done later in the implementation.

8. Review quality policy to ensure alignment with context and strategic direction (5.2). Communicate it to the organization – again and again and again….

9. Identify risks and opportunities throughout the organization (6.1, etc.). Consider identifying them for all key processes/projects and significant changes to the QMS.

10. Review quality objectives for alignment to the policy and strategic direction, ensuring they are measured, evaluated and there is an action plan to achieve them (6.2).

11. Consider developing a communication plan for all key communications in the organization (7.4). Note: there is no requirement in the standard to maintain this as documented information.

12. Communicate the requirements of ISO 9001:2015 to the entire organization (7.3). Ensure that all employees understand:
    - the quality policy;
    - the quality objectives that are relevant to them;
    - their contribution to the effectiveness of the QMS and benefits of improved performance; and
    - implications of not conforming with the QMS requirements.

13. Ensure there is a system for addressing change management (6.3 & 8.5.6).

14. Determine/clarify the systems for capturing and maintaining organizational knowledge (7.1.6).

15. Review monitoring, measurement, analysis and evaluation, including customer satisfaction (9.0).

16. Conduct internal audits to the new version of the standard (9.2). This can begin as the new version is being implemented.

17. BRING ON THE REGISTRAR!!

EVERYTHING YOU NEED TO KNOW ABOUT...

...<u>implementing</u> the next Automotive Quality Standard.

IATF 16949:2016 has been released and ISO/TS 16949:2009 is now officially in the process of being replaced. In Part 1 of this subject we introduced the What, Why and When…and here in Part 2 we'll talk a little bit more about How you can make the transition…

Transition Plans & Activities

The transition process is a team activity (hopefully!) for you and your organization. With the number of changes included in the ISO 9001:2015 standard, plus the automotive specific changes arriving within IATF 16949:2016, the principles of communication and involving others will be more important than ever.

Some key elements/activities that will need to be part of your plan...

<u>Training</u>

The need here is three-fold.

1) To provide an understanding of new requirements to those who will support the transition (including management). What are the new requirements? The biggest changes? How will they affect our processes? How will it affect my role and responsibilities? This group should include those who work with the QMS on a regular basis and/or those who will be ultimately asked to support or approve conceptual and structural changes. Early training on the new standard is the best form of communication, and the best way to garner support where needed.

Look for a 1-Day "Transitioning" course that will focus on the changes from old to new, and consider that management may only need the portions of the training that relate to them (Leadership).

2) To provide required knowledge and tools to those who will make the transition happen. This training starts with a review of the new requirements but continues to offer more depth on new concepts and their practical implementation, as well as hands-on practice with the tools and activities that should be part of your transition efforts. Where do new requirements and concepts arise within your QMS? What are some strategies and techniques to address them? What are the key activities of an implementation/transition project?

This is typically a 2-Day "Understanding and Implementing" course that gives this key group the depth of understanding they need to effectively transition your QMS.

3) To train your internal audit team and prepare them to conduct effective audits once the system is updated.

A 2-Day "Internal Auditor" course will teach the new requirements from an auditing perspective and review auditing skills and techniques. The ideal timing for this training is right when your new, updated QMS is ready for an internal audit, and an extra day or more of Audit Workshops (hands-on audits led by the trainer) will add a practical element to the training and get some audits completed in the process.

<u>Gap Analysis</u>

This is an audit of your existing QMS against the new IATF 16949:2016 requirements to identify the "gaps" between what is currently in place and what the new standard requires. Some organizations handle this internally while others contract it out to a consulting firm, in which case the key is to get a report that includes enough detail to be helpful with your project planning.

You may, by the nature of how you conduct your business, already be doing some or many of the things required in the new standard. The first important step in your implementation project is to get a clear picture of exactly where you stand…and what needs to be done.

Implementation

Fill the identified gaps by modifying processes (or adding new ones), update documentation and train employees on changes, then audit to see how well things have stuck. The new standard includes several new concepts that may require new tools and approaches (risk, leadership, documented information, etc.) and this is a common place for outside consultants to offer guidance, advise on best practices, and help to reduce the internal workload.

What Can You Do Now to Prepare?

Get Your Copy of IATF 16949:2016. Visit the AIAG Website to order your copy of the new standard.

Stay Up to Date. Visit The BRC's Automotive Quality Information page for access to resources and to join our mailing list.

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. Dates for training courses for the new TS16949:2016 standard will be available soon! Join our mailing list for info on dates in your area 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.

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.

ASK THE EXPERT

Supplier Accreditation Across Industries

Q:

If a sub-supplier is certified to Nadcap but not ISO or TS, how does that affect our relationship and what would need to be done to keep them as a sub-supplier? The sub-supplier has never been ISO or TS certified but a waiver was obtained from the customer to use them in the past.

- Anonymous

A:

Good question! There are various accreditation schemes / systems out there, and the relationships need to be explored individually, as each case applies to the overall situation.

As you are aware, "Nadcap" is the National Aerospace & Defense Contractors Accreditation Program, administered by the Performance Review Institute to provide accreditation of various special processes conducted as a service to industry. The AIAG has its own program in the CQI series. As a result, automakers tend to favor that system. Certainly, equivalencies do exist, and a waiver is the appropriate manner of submitting the data required to establish that equivalency.

At this point, I am unaware of any equivalency matrix, or of any cooperation between the two organizations. There are many businesses with which we work that deal in more than one customer orientation – Automotive / Defence / Aerospace, etc. It would be beneficial if an authorized equivalency matrix were to be developed – sadly, none exists, so the waiver is the best course of action for now.

Hope this helps.

- Ted Uffen, 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 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.

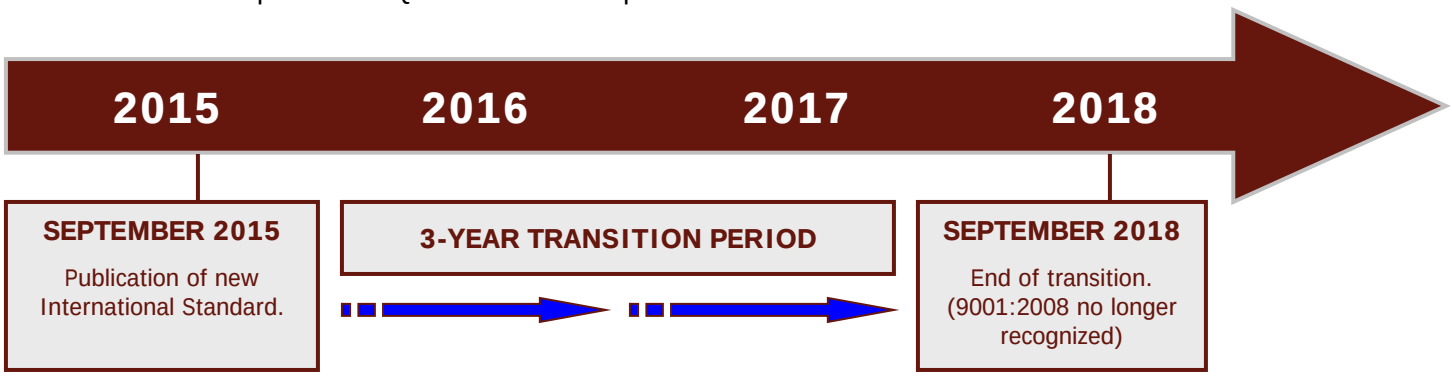
Transitioning to ISO 9001:2015

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.

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. 27 - 28 .....Halifax, NS
Nov. 1 - 2 .....Windsor, ON
Nov. 3 – 4 .....Montreal, QC
Nov. 7 - 8 .....Ottawa, ON
Nov. 21 - 22 .....Belleville, ON
Nov. 21 - 22 .....Scarborough, ON
Nov. 21 - 22 .....London, ON
Nov. 24 – 25 .....Edmonton, AB
Nov. 28 - 29 .....Burlington, ON
Nov. 28 - 29 .....Guelph, ON
Nov. 28 - 29 .....Vancouver, BC
Dec. 1 - 2 .....Mississauga, ON
Dec. 1 - 2 .....Saskatoon, SK
Dec. 8 - 9 .....Calgary, AB
Dec. 12 - 13 .....Edmonton, AB
Dec. 15 - 16 .....Halifax, NS
Dec. 15 – 16 .....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

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. 11 - 12 .....Mississauga, ON
Oct. 13 - 14 .....Calgary, AB
Oct. 13 - 14 .....Montreal, QC
Oct. 13 - 14 .....Scarborough, ON
Oct. 20 - 21 .....Ottawa, ON
Oct. 27 - 28 .....Guelph, 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. 23 - 24 .....Saskatoon, SK
Dec. 1 - 2 .....Windsor, ON
Dec. 5 – 6 .....Calgary, AB
Dec. 8 – 9 .....Ottawa, 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. 21 - 22 .....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. 23 .....London, ON	**Dec. 2** .....Victoria, BC	**Dec. 7** .....Vancouver, BC
Nov. 30 .....Ottawa, ON	**Dec. 7** .....Mississauga, ON	**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 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.

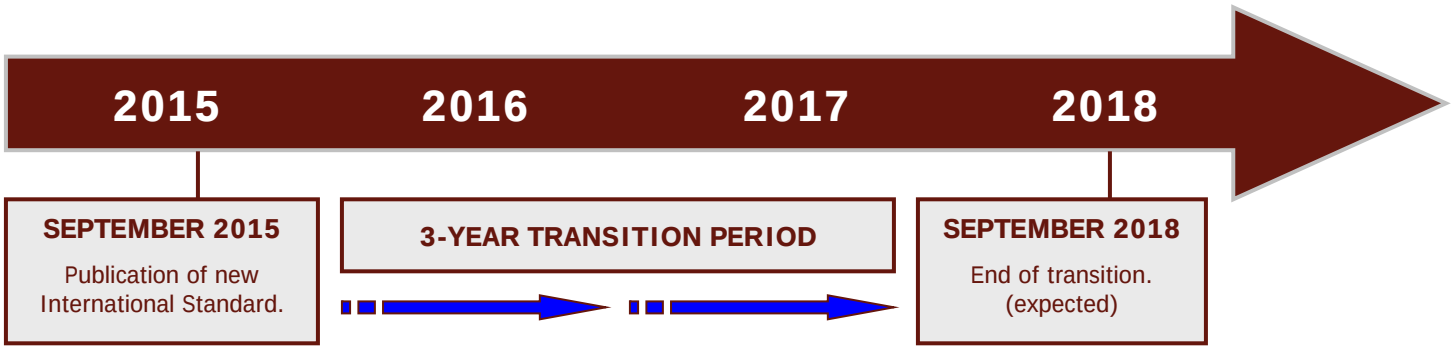
Transitioning to ISO 14001:2015

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.

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. 12 - 13** .....Calgary, AB
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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 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

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)

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

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

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...

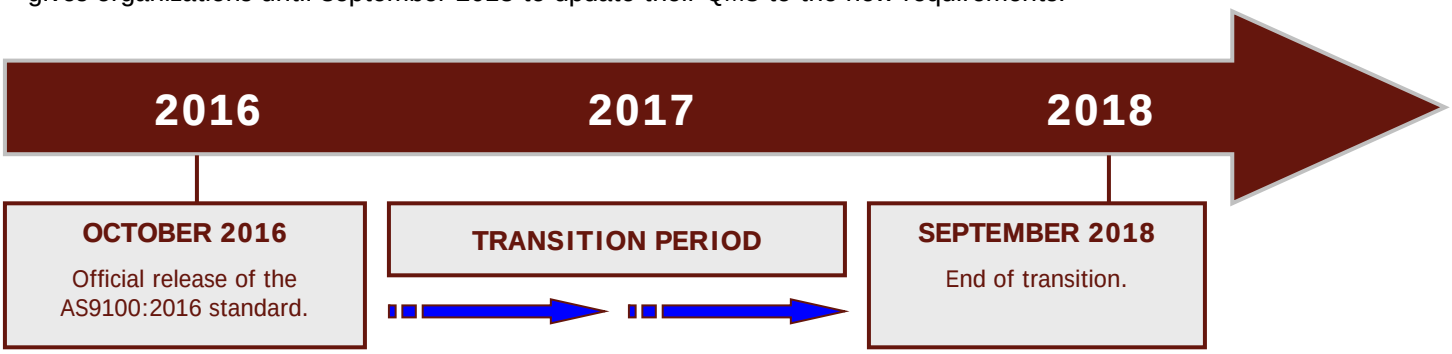
AS9100 Rev. D is Here!

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/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. 6 - 7 .....Winnipeg, MB
Oct. 27 - 28 .....Charlottetown, PE
Oct. 27 - 28 .....Ottawa, ON
Nov. 21 - 22 .....Montreal, QC
Dec. 12 - 13 .....Burlington, ON
Dec. 12 - 13 .....Mississauga, ON
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.

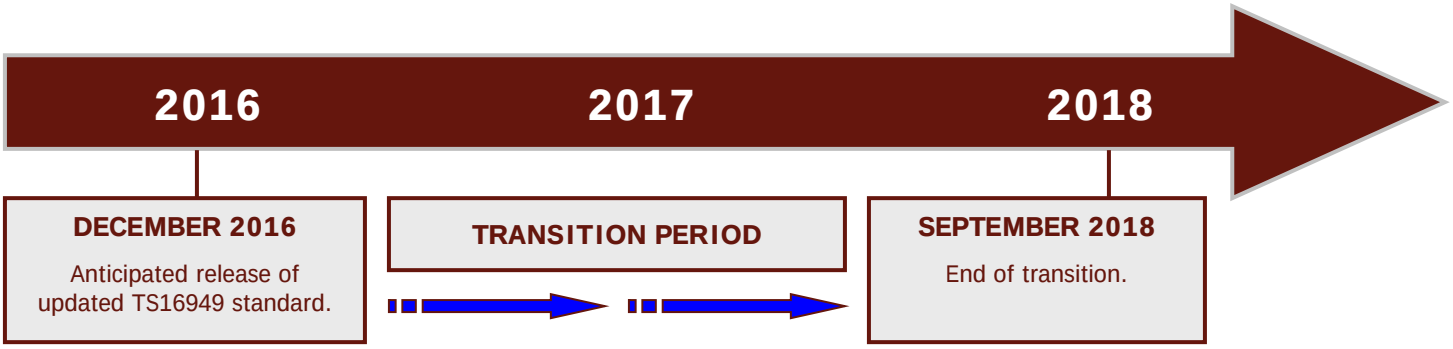
TS16949 is Changing

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

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

Sep. 28 .....Mississauga, ON	**Oct. 26** .....Ottawa, ON	**Nov. 16** .....Victoria, BC
Oct. 18 .....London, ON	**Oct. 26** .....Montreal, QC	**Dec. 7** .....Mississauga, ON
Oct. 18 .....Guelph, ON	**Nov. 2** .....Vancouver, BC	**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** .....London, ON	**Dec. 12 - 13** .....Ottawa, ON
Nov. 30 - Dec. 1 .....Mississauga, ON	**Dec. 5 - 6** .....Vancouver, BC	**Dec. 12 - 13** .....Halifax, NS
Nov. 30 - Dec. 1 .....Guelph, ON	**Dec. 8 - 9** .....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

Dec. 8 – 9 .....Montreal, QC

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** .....Montreal, QC	**Nov. 24 - 25** .....Mississauga, ON
Oct. 6 - 7 .....Halifax, NS	**Nov. 7 - 8** .....Vancouver, BC	**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
Nov. 24 – 25 .....Edmonton, AB
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

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

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. 23 – 24.....Saskatoon, SK
Nov. 28 - 29 .....Belleville, ON
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
Dec. 21 - 22.....Halifax, NS

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 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...

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)

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