

## AS 9100 Internal Audit Training : 2-Day Certificate Course

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Management Support Network offers a 2-day AS 9100 Internal Auditor Training Program at your facility.

### Who Should Attend:

- Individuals managing and conducting internal audits

**Professional Fees:** \$2,400; Manual & Certificate: \$50 per person. Ideal for groups between 3-12 employees.

### Learning Objectives:

During this 2-Day Certificate Course (Option A – see below), participants will:

- Understand how each AS 9100 requirement applies to your organization
- Create an Internal Audit Schedule
- Create a “process audit” checklist
- Conduct and practice a “process audit”
- Summarize the audit in an audit report
- Raise corrective actions

This course can be conducted using one of the following two options:

**Option A – Traditional:** Using the traditional approach, about 1.5 days are spent in the classroom discussing the details of the standard, conducting classroom exercises and understanding the audit process. The other 0.5 days is spent conducting a practice audit at your facility.

**Option B – Hands-on Workshop:** Using the workshop approach, about 0.5 days are spent in the classroom discussing the audit process and reviewing the standard at a very high level. The majority of the time (about 1.5 days) is spent conducting audits at your facility.

## Internal Audit Training Refresher: 1-Day Certificate Course

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Management Support Network Inc. offers a 1-day AS 9100 Internal Auditor Refresher Training Program at your facility.

### Who Should Attend:

- Individuals managing and conducting internal audits

**Professional Fees:** \$1,200; Manual & Certificate: \$25 per person. Ideal for groups between 3-12 employees.

This course is a blend of classroom discussion and “coached” audits, as participants conduct a “mini” audit in your organization.

### Learning Objectives:

During this 1-Day Certificate Course, participants will:

- Create an Internal Audit Schedule
- Create a “process audit” checklist
- Capture sufficient audit evidence on the audit checklists and identify opportunities for improvement
- Summarize the audit in an audit report
- Raise corrective actions

## AS 9100 Awareness/ Transition : 1-Day Certificate Course

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### Who Should Attend:

- Individuals responsible for upgrading their registration certificate to the AS 9100 Standard

**Professional Fees:** \$1,200; Manual & Certificate: \$25 per person. Ideal for groups between 3-12 employees.

### Learning Objectives:

During this 1-Day Certificate Course, participants will understand:

- Understand how each AS 9100 requirement applies to your organization
- Options for upgrading the Quality Manual to AS 9100
- The evidence that will be required for AS 9100 registration

## AS 9100 Gap Analysis

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Management Support Network offers “Gap Audits” to help organizations identify and close the gaps that are preventing their organization from earning AS 9100 registration.

### Part 1 – Document Review Gap Analysis

To get the most value out of our Gap Analysis, it is best if the client provides a paper copy of all policies, procedures, work instructions and forms to Management Support Network approximately one week before the on-site audit.

When the documentation arrives, the AS 9100 Specialist:

- reviews the documents provided
- assesses the gaps in the documentation by comparing against the AS 9100 Standard

### Part 2 – On-Site Gap Analysis

After reviewing the documents, the AS 9100 Specialist conducts a “shop floor” and “office” assessment of the existing processes against the requirements of the AS 9100 Standard. A detailed report is written by the Specialist and includes the following information:

- The requirements of the AS 9100 Standard
- The findings for each requirement of the AS 9100 Standard
- Recommended action, **with sample forms**, to satisfy the requirements in the Standard.

During the audit, the AS 9100 Specialist works with the appropriate ISO Implementation Team member from your organization to discuss the AS 9100 requirements and the various options to meet the requirements.

### Approximate Professional Fees:

2-4 days at \$1,000/day = \$2,000 - \$4,000

## Day-by-Day Consulting Support for AS 9100 Upgrade

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Management Support Network helps the Quality Upgrade Team to migrate their ISO 9001:2000 quality system to the AS 9100 Standard.

### Suitable for Organizations:

- That have the resources to lead their organization to successful AS 9100 registration but require support on an “as needed” basis
- That want some ideas from a consulting organization on how to streamline and fine-tune their quality management system, so it is done right the first time.

### Results from our clients:

- Migrated the text-based procedures to flowcharted procedures
- Reduced the number of forms in use
- Simplified the maintenance of the system by moving to a more electronic system
- Removed the “Quality Jargon” to make the Manual easier to use by all employees
- Simplified and changed procedures so they better support the goals of the organization

### Work Plan:

The consultant will work with the Management Representative/ Upgrade Team through the following topics, as necessary:

- Identify areas in the quality system where there is too much paperwork/ documentation
- Identify areas in the business where there are consistent problems or frustration
- Discuss the options to upgrade the Quality Manual to AS 9100 and select one of the options
- Mark-up the existing Quality Manual to show how it needs to be cut and pasted into an AS 9100 format
- Discuss where and how to edit the Quality Manual to make the system more helpful and user friendly
- Discuss the new AS 9100 requirements

**Professional Fees:** \$1,000/day + 7% for expenses.

## Guaranteed Registration Consulting & Training Support for AS 9100 Upgrade

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Our “front-to-finish” AS 9100 upgrade package is the same as the day-by-day package (above) but provides more training and document writing support.

### Our on-site AS 9100 Upgrade Package includes:

- Project planning and project management assistance to ensure projects are completed on-time and on-budget
- Preparing flowcharts, procedures and form templates that are in compliance to the Standard

### Our AS 9100 Package includes (continued):

- Awareness training for all management and all employees
- Internal auditor training for the audit team
- Compliance audit and readiness training for employees.

### Professional Fee Estimate:

Typical consulting packages cost between \$7K - \$20K

## Quality System Maintenance Program

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Management Support Network helps some organizations maintain their quality system. Some organizations want an extra pair of hands to ensure the system stays healthy, continually improves and changes with the organization.

### Benefits of our ongoing support:

- Regular visits ensure the quality management system is always in compliance with the Standard and to ensure there are no surprises during Registrar audits
- Provides more time for internal resources to focus on running the business
- Provides an experienced set of eyes to ensure the ISO system is practical, with the “right amount” of paperwork and support the goals of your organization.
- Provides your employees with the guidance, as necessary, to get over the hurdles

We can develop a custom yearly maintenance program that could include:

- Performing & reporting on internal audits
- Conducting management review meetings
- Streamline, fine-tune and change documentation
- Set quality objectives and measure actual performance
- Edit & write new documentation based on changes to the business
- Measure customer satisfaction
- Train and re-train employees and managers on how to work in an AS 9100 environment
- Apply principles from the six sigma, lean manufacturing, kaizen and theory of constraints toolkits

**Professional Fees:** Typical maintenance packages range from \$900/year to \$4,000/ year

## Scientific Research & Experimental Development (SR&ED) Tax Credit Submission

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Organizations may be eligible for a tax credit of between 30% - 66% of the cost involved with the following (potentially eligible) projects:

- Developing new products
- Incremental improvements to existing products and processes.
- Developing new internal processes (usually technical/ manufacturing processes)
- Lab work performed by your organization, or that was outsourced by your organization.

Success or failure of the project is not a requirement for being awarded a successful claim.

Management Support Network provides organizations with a “front-to-finish” SR&ED package which includes:

- Identifying eligible projects
- Writing the technical portion of the claim
- Working with your administration/ accounting staff to pull together the value of the claim
- Preparing the tax schedules to support the claim
- Working with your Accountant to merge the SR&ED submission with your tax return and to discuss tax planning strategies
- Meeting with government auditors or other officials to facilitate the acceptance of the claim.

### Professional Fees:

- Negotiable