

ISO/ TS 16949:2002 Audit Training: 2-Day Certificate Course

Management Support Network offers a 2-day ISO/ TS 16949:2002 Internal Auditor Training Program **at your facility that is taught by a certified ISO/ TS 16949:2002 Quality System Auditor.**

Who Should Attend:

- Individuals managing and conducting internal audits

Note 1: There is a “Test of Understanding” conducted at the end of the 2-day course.

Professional Fees: \$3,200; Manual & Cert: \$50 per person. Ideal for groups between 3-12 employees.

Learning Objectives:

During this 2-Day Certificate Course, participants will:

- Understand how each ISO/ TS 16949:2002 requirement applies to your organization
- Understand the three types of internal audits (system, process and product audits)
- Understand the process approach
- Understand the “sequence and interaction” concept and how effectiveness and efficiency measures are used to audit the system
- Prepare, conduct, report and follow-up on audits using case studies and audit simulations

Note 2: Internal auditors should have evidence of being competent before the Phase 1 Document/ Readiness Review performed by your Registrar.

ISO/ TS 16949:2002 Audit Training: 3-Day Certificate Course

Management Support Network Inc. offers a **3-day ISO/ TS 16949:2002 Internal Auditor Training Program at your facility.**

Who Should Attend:

- Companies who need auditors to integrate customer-specific requirements into the audit process
- Individuals that want hands-on training to audit their system and identify the evidence required to certify and continually improve a TS 16949 system.

Professional Fees: \$4,800; Manual & Cert: \$50 per person. Ideal for groups between 3-12 employees.

Note 3: Each participant will receive a skill level rating.

Note 4: We issue each participant with one of three different certificates, based on the results of their test and their performance on the coached audits.

This course is the same as the 2-day course but the third day is spent training and evaluating participants and integrating the core tools to the audit program, which includes:

- Understanding how to do an integrated audit of customer-specific requirements and the core tools (FMEA, Control Plan, PPAP, APQP, MSA, SPC)
- Case studies, auditing role plays/ simulations
- On-site “coached” audits, as participants conduct a “mini” audit in your organization.

Note 5: For the 3-day course, participants need to have been exposed to the core automotive tools (FMEA, Control Plans, APQP, PPAP, MSA, SPC)

ISO/ TS 16949:2002 Awareness Training: 1-Day Certificate Course

The one day session is ideal for organizations that are using the TS 16949 upgrade as an opportunity to:

- revitalize the quality system
- speed the awareness of quality throughout the organization
- encourage behaviour change by understanding the value of a “healthy” quality management system

Who Should Attend:

- Senior and intermediate employees who work in an ISO/ TS 16949 environment.
- Employees who supervise or manage in a TS 16949 certified organization

Professional Fees: \$1,600.00 (Ideal for groups between 3-15 employees); Manual & Certificate: \$25 per person

Learning Objectives:

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

- The benefits of an ISO/ TS 16949:2002 quality management system
- The differences between QS-9000 and ISO/ TS 16949:2002 system, such as:
 - The process approach and their role in processes
 - The increased emphasis on process metrics and process management
- The impact these differences will have on senior & intermediate management
- The minimum requirements that need to be in place before the Phase 1 and Phase 2 audits

ISO/ TS 16949:2002 Gap Analysis

Management Support Network offers “Gap Audits” to help organizations prepare for ISO/ TS 16949:2002 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 TS 16949 Specialist:

- reviews the documents provided
- assesses the gaps in the documentation by comparing against the TS 16949 Standard
- records the findings in the Gap Audit Report

Part 2 – On-Site Gap Analysis

After reviewing the documents, the TS 16949 Specialist conducts an on-site assessment of the existing processes against the requirements of the TS 16949 Standard. A detailed report is written by the Specialist and includes the following information:

- The requirements of the TS 16949 Standard
- The findings for each requirement of the TS 16949 Standard
- Ideas on how to satisfy the requirements

During the audit, the TS 16949 Specialist works with the appropriate Implementation Team member from your organization to discuss the TS 16949 requirements and the various options to meet the requirements.

Approximate Professional Fees:

2-4 days at \$1,200/day + 7% for expenses.

Day-by-Day Consulting Support for ISO/ TS 16949:2002

Management Support Network will supply you with a qualified TS consultant to help understand and implement the ISO/ TS 16949:2002 requirements.

Suitable for Organizations that:

- Have the knowledge to lead their organization to successful TS 16949 registration but need to get started.
- Want to understand the “process approach” and how it impacts the system.
- Want to explore approaches on how to meet the requirements and benefit from a TS system
- That want some ideas on how to streamline and improve the current system

Work Plan:

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

- Identify areas of performance improvement

Work Plan (continued):

- Provide analysis of problem processes
- Discuss the options to upgrade the quality system documentation to TS 16949
- Discuss how to implement metrics throughout the organization at appropriate functions and levels
- Options for measuring process effectiveness and efficiency.
- Options for employee motivation & empowerment
- Options for meeting the supplier development requirements
- Options for simplifying the documented system

Professional Fees: \$1,200/day + 7% for expenses.

Guaranteed Registration Consulting & Training Support for TS 16949 Upgrade

Our “front-to-finish” TS 16949 upgrade package is the same as the day-by-day package (above) but provides more training and document writing support.

Our on-site TS 16949 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 TS 16949 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 \$5K - \$20K

Quality System Maintenance Program

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 TS 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
- Train and re-train employees and managers on how to work in a TS-16949 environment
- Apply principles from the six sigma, lean manufacturing, kaizen and theory of constraints toolkits

Professional Fees:

- \$850/day

APQP, PPAP, MSA, SPC, 8D, DFMEA, PFMEA Core Tools: Certificate Workshops

Management Support Network offers ½-day, 1-day and multi-day automotive core tool workshops at your facility.

Professional Fees: \$1,600; Manual & Certificate: \$25 per person. Ideal for groups between 3-12 employees.

Who Should Attend:

- Individuals responsible to participate, conduct and manage any of the automotive core tools.

Contact our office for more details