

August ISO 9000:2000 special courses

With the final version of ISO 9000:2000 due to be released in November, David Hutchins International limited have organised a broad range of courses designed to ensure that participant organisations obtain the maximum benefit from the new requirements.

Several of the Certification Bodies are known to be playing down the changes from ISO9000:1994. However, even a quick glance at the final discussion document shows that the changes are very radical. The new standard is significantly different from its predecessor and this is to everyone's advantage.

Whilst the old standard may have served a good purpose when it was originally published in 1987, the world has moved on a long way since then. The standard was only modified slightly in 1994, meanwhile, a range of powerful new quality related initiatives have emerged. For example, the Business Excellence Model, Six Sigma and the Automotive Standard QS 9000.

If ISO 9000 were not radically modified both in content and approach, there is no question that it would not have survived much longer.

Fortunately, it is clear from the final Discussion document that not only has ISO responded vigorously to the challenge, it is likely from the content that it will prove more than a match for many alternative options. This will depend on three main factors

1. Take up by industry as a means of improving business performance rather than simply as a means of achieving certification. The content of ISO 9004:2000 Quality Management Systems – Guidelines for performance improvement provides considerable opportunity for this possibility.

2. Certification Bodies ability to raise the level of capability of their Auditors to be able to evaluate an organisation effectively. This will probably take some time.

3. The availability of high quality, well researched training in the newly adopted concepts conducted by experienced and competent training and consulting organisations.

There are a few of these but not so many that they will be able to satisfy the demand if the standard is properly taken up.

It is for this reason that David Hutchins International has decided to launch its range of ISO courses immediately.

The courses described on the following pages represent our initial programme.

It is our intention also to offer formally registered Transition upgrade courses for current Lead Auditors, Internal Auditors and Lead Assessor Courses. These are currently under development and we will announce them through Touchstone as they become approved. It is our intention that they will begin to become available from September 2000.

Contents

| | |
|---|----|
| August ISO 900:2000 Programme..... | P2 |
| ISO 9000:2000 Management Overview..... | P3 |
| ISO 9000:2000 for Auditors..... | P4 |
| ISO 9000:2000 Tools and Techniques..... | P4 |
| ISO 9004:2000 Self Assessment..... | P5 |
| September preview..... | P6 |
| Training Managers note..... | P6 |
| Registration Form..... | P7 |

AUGUST 2000 is ISO9000:2000 month for DHi Training

ISO9001-2000 "Management Overview"

A one day management overview of the standard and the implication of its revisions

ISO9001-2000 for Internal Auditors

A one-day course for experienced auditors covering the content and application of the revised Standard for Internal Auditors – *for details see page 3.*

ISO9001-2000 new tools & techniques for Quality Managers

A one-day course covering Continuous Improvement, Process Mapping and Policy deployment in the context of the revised Standard – *for details see page 4.*

ISO9004-2000 "Self Assessment"

A one-day course demonstrating use of the revised Standard as a major tool to develop your organisation's business performance – *for details see page 5.*

Dates / Locations

| | | |
|------------------------|--|--------|
| August 1 st | ISO9001-2000 "Management Overview" | LONDON |
| August 2 nd | ISO9001-2000 new tools & techniques for Quality Managers | LONDON |
| August 3 rd | ISO9001-2000 for Internal Auditors | LONDON |
| August 4 th | ISO9004-2000 "Self Assessment" | LONDON |

| | | |
|-------------------------|--|------------|
| August 7 th | ISO9001-2000 "Management Overview" | BIRMINGHAM |
| August 8 th | ISO9001-2000 new tools & techniques for Quality Managers | BIRMINGHAM |
| August 9 th | ISO9001-2000 for Internal Auditors | BIRMINGHAM |
| August 10 th | ISO9004-2000 "Self Assessment" | BIRMINGHAM |

| | | |
|-------------------------|--|-----------|
| August 15 th | ISO9001-2000 "Management Overview" | HARROGATE |
| August 16 th | ISO9001-2000 new tools & techniques for Quality Managers | HARROGATE |
| August 17 th | ISO9001-2000 for Internal Auditors | HARROGATE |
| August 18 th | ISO9004-2000 "Self Assessment" | HARROGATE |

| | | |
|-------------------------|--|---------|
| August 21 st | ISO9001-2000 "Management Overview" | LINCOLN |
| August 22 nd | ISO9001-2000 new tools & techniques for Quality Managers | LINCOLN |
| August 23 rd | ISO9001-2000 for Internal Auditors | LINCOLN |
| August 24 th | ISO9004-2000 "Self Assessment" | LINCOLN |

ISO9001-2000 "Management Overview"

A one day management overview of the standard and the implication of its revisions.

These workshops are based on the latest ISO/DIS 9001-2000 standard issued at the end of November 1999, which follows on from the various Committee Drafts (CDs) that have been issued over the previous six months.

These workshops are based on the above draft, which is the last one prior to the official issue of the standard, due at the end of 2000. The only changes that may be made in the final version could be a slight alteration of some wording.

We therefore suggest that the time is right to commence reviewing your current ISO 9000 1994 standard based capabilities against the requirements of the 2000 standard.

These workshops will cover all the elements of the new standard.

We will run in-house workshops for companies, if required, covering the above subject at a time which is most suitable to them.

Background

More and more companies have wished to use registration to ISO 9000 as a step on a journey - the road to excellence. They are no longer prepared to allow registration to become an excuse for staying still, but having achieved it, have build it into their next efforts to become world class.

The new version of ISO 9000 has been rigorously redesigned for this purpose and this course is designed to show how it can be achieved.

DHi have been in the business of helping organisations to adopt the concepts and practices of continuous business improvement for over 30 years. Initially it was only a few enlightened organisations with sufficient funds who took the risk and gained the rewards of becoming world-class.

This seminar will equip you with a clear understanding of how the changes to ISO 9000 affects your areas of responsibility. It will enable you to identify opportunities to develop your own quality system in advance of compliance requirements.

It is a forum where you can share interpretations of the model with experienced consultants and people in other industries.

Who will benefit from attendance.

Whilst most of the content of the old standard is included in the new version, some areas have been extensively modified. This is particularly the case of 'Management Responsibility. This has important implications for senior management whose involvement becomes essential.

Areas now covered in this section include Management Commitment which includes the establishment of quality policy and quality objectives, management reviews including inputs and outputs, Customer focus, quality planning, administration, management representative and other aspects requiring serious consideration. Clearly there will be a benefit for those with responsibility for these requirements.

New areas include a major shift towards process oriented management and the provision of Human and other resources. When this is combined with the strong emphasis now being placed on a structured approach to continuous improvement it is clear that those with such responsibilities will benefit from an explanation of the implications of these features.

Fee £255 plus VAT

Includes full documentation, lunch and refreshments.

Venues and dates, please see page 2.

ISO9001-2000 for Internal Auditors

A one-day course for experienced auditors covering the content and application of the revised Standard for Internal Auditors

This course is designed for those who already have experience in auditing to the current version of ISO9000 and who wish to update their knowledge and skill to be able to appreciate the main changes to the requirements.

The course will concentrate mainly on the new features with particular attention to Management Responsibility, Resource Management, Product Realisation, Measurement, analysis and improvement.

The event will include case studies, examples and group work on the eight management principles namely

Customer focused organisation

Leadership

Involvement of people

Process Approach

System approach to management

Continual improvement

Factual approach to decision making

Working with the supplier base.

Participants will be made aware of the meaning behind the changes in the vocabulary, the content of each of the relevant documents in the ISO 9000:2000 family and how to use ISO9004:2000 to advantage.

This standard is not a guide to ISO 9001:2000. It addresses the main criticisms of the old ISO 9000:1994 series with powerful messages as to how the new standard may be used as a means of reaching to world class. It has the potential to do so in the hands of those who understand its implications.

Fee £255 plus VAT

Includes full documentation, lunch and refreshments.

Venues and dates, please see page 2.

ISO9001-2000 new tools & techniques for Quality Managers

A one-day course covering Continuous Improvement, Process Mapping and Policy deployment in the context of the revised Standard.

These aspects of the new standard involve all of the eight principles beginning with customer focus. From this point opportunities for improvement will be identified. Deciding where to focus resources to make improvements is part of management responsibility requiring leadership.

All improvement involves people in one way or the other and the principles and practice of participative management must be understood.

All outputs in an organisation are the result of a series of activities which we call processes. Processes involve people, equipment, documentation, materials, and measurements. All are subject to variability. It is the variability which causes undesirable outputs. These must be studied and understood.

The improvement process itself should be both systematic and dynamic.

There has never been a time when mankind has not been able to find better ways of doing things therefore all improvement must be continuous if we wish to survive in a competitive environment.

Decision making based on opinion has never been able to compete with the factual approach. Experience indicates that people are not comfortable with data collection and analysis mainly because they are not properly trained and the support structure does not exist.

Supply Chain Management or the Quality of Supplies and Suppliers seems to be mankind's final frontier for achieving world class levels of performance.

All of the above factors are addressed in this fast moving one day event.

Fee £255 plus VAT

Includes full documentation, lunch and refreshments.

Venues and dates, please see page 2.

ISO9004-2000 "Self Assessment"

A one-day course demonstrating use of the revised Standard as a major tool to develop your organisation's business performance.

In recent years the use of the criteria included in various national and international quality award schemes has become widespread. Organisations use these criteria as a means of assessing their strengths and weaknesses against recognised criteria.

The rather narrow scope of the old version of the ISO 9000 series prevented its use in this way. However, not only does this now become possible, there are clear guidelines in the standard as to how it may be used for this purpose.

Not only does this effectively address the problem it also provides the standard with an opportunity not afforded to alternative approaches. The reason being that those organisations who choose certification to ISO 9001:2000 and also wish to use self assessment as a business improvement tool, can do so with a completely compatible approach.

This enables the organisation both to maintain its certification and continually monitor its overall business performance against consistent compatible criteria.

Self assessment can be carried out in a variety of different ways depending upon the purpose intended.

David Hutchins International have nearly two decades of experience in the use of such methods and published a comprehensive system in David Hutchins book 'Achieve Total Quality'.

We believe that the method and scoring system recommended in ISO 9004:2000 will make a big contribution to the achievement of higher levels of business performance in the future and this course is designed to assist those who wish to benefit gain an appreciation of the content, structure and self assessment methods available.

The course will be very participative and full of advice and innovative ideas.

Fee £255 plus VAT

Includes full documentation, lunch and refreshments.

Venues and dates, please see page 2.

All of these ISO 9000:2000 courses will be repeated in October 2000 and supplemented with others from our range.

We are currently also preparing courses for upgrading assessors and lead assessors to the new requirements. We hope to be able to announce these soon.

Please watch Touchstone for details

Please copy this supplement to your Quality/Human resource/training Departments



SEPTEMBER 2000 is SIX SIGMA month for DHi Training

Watch for the August bulletin or ask for details of courses ranging from awareness to 'black belt' and including top-up courses for experienced practitioners.

Note: Due to demand for six sigma courses the "Managing for Quality" session originally planned for September has been rescheduled for Spring 2001.



Training Managers please note!

We have more than 20 quality related courses in our portfolio that we can run at any time according to demand both in house and public.

These include Quality Function Deployment (1 day), Quality of Supplies and Suppliers (2 days), Facilitator Training (4 days), Root Cause Analysis (3 or 4 days), Benchmarking (2 days), Management by Policy (Hoshin Kanri) (1 day appreciation), Statistical Process Control (4 days), Kaizen and other self managing concepts (1 day), Balanced Score Cards (1 day), Product Liability and Product Recall (1 day) plus our range of courses for ISO 9000:2000, Six Sigma including Six Sigma for design plus any combination on a bespoke basis and more are being planned for the future. All our courses contain state of the art information and are continually reviewed.

We can help you to plan your overall company quality related training programme and then leave us to make it happen. We can take the strain!

Please copy this supplement to whoever is responsible for training in your organisation. If you have attended our courses before, please tell them about it.

Registration Form

Course Title:

Title: Forename:

Surname:

Position:

Company:

Address:

Tel: Fax:

Email:

VAT No:

No of Delegates:

Names:

Course Price £

10% Group discount (3 or more people) £

VAT @ 17.5% £

Total £

Booking details

The course fees are plus VAT at 17.5%, which includes all documentation, refreshments and luncheon.

Group bookings

There will be a discount of 10% on bookings of 3 or more people from the same company. Payments must be made at the same time.

Payment

Payment may be made by Sterling Cheque (made payable to DAVID HUTCHINS INTERNATIONAL LTD) To ensure admission payment must be received prior to workshop.

How to Register

Please complete and return the attached booking form to: David Hutchins International Ltd, Sandhurst House, 297 Yorktown Road, Sandhurst, Camberley, Surrey GU47 0QA

Tel: + 44 (0) 1276 36616 Fax: + 44 (0) 1276 37609
email: quality@hutchins.co.uk

Cancellations

If you cannot attend, a substitute delegate may attend in your place but it is regretted that refunds, in respect of any cancellation, cannot be made unless notice is received in writing 10 working days before the date of the event. Cancellations prior to this will be refunded less an administrative charge of £50.

Enquiries

Enquiries, telephone bookings, and changes to delegate information should be made to: Patricia Dias
Tel: + 44 (0) 1276 36616.

Special Meals

Special dietary requirements can normally be catered for but please inform us no later than 3 days prior to the event.