



NEW
COURSES

BSI LEARNING 2009 CATALOG

raising standards worldwide™



General Information

About BSI

As the world's leading registrar, BSI has over 100 years of experience leading the way in developing standards for a variety of business operations. Our focus is creating integrated solutions and training programs that improve a company's efficiency and allow it to effectively manage its risks.

Why BSI Training

BSI is a leading global provider of risk-based solutions that serve to protect your corporate brand and reputation. Our solutions experts, global presence, and long history in this business allow us to provide our clients, within the USA and around the world, with an unsurpassed level of service with a unique product portfolio.

BSI's consistent ranking in the 90th percentile for global customer satisfaction is a testament to our commitment to our clients. Our client-focused approach builds business partnerships based on your company's needs, as well as long-term relationships founded on trust and quality of service, adding value to your company each step of the way.

Our holistic, flexible, and on-going account management approach to our customers ensures that we deliver the strongest service and satisfaction.

BSI Training offers a wide variety of training courses throughout the USA, Canada, Mexico, and Brazil. A number of BSI courses are accredited by RABQSA and IRCA.

In 2009, BSI launches new comprehensive versions of its curriculum, and many classes will soon include access to supplemental webinars and e-learning to accommodate your needs. Our training programs will represent a cutting-edge management systems course library.

Types of Training

BSI offers training in many different formats - choose the medium that best suits your needs. Visit: www.bsiamerica.com/delivery.

On-Site Training

An On-Site Training course is one held at your own facility and is typically open only to your employees. Training students on-site eliminates their travel expenses and additional time away from the office. On-site Training can be custom-tailored to your requirements.

Public Training

A Public Training course takes place in an open setting and is available to employees from any organization. This type of training is a convenient low cost way to send a small number of employees to learn. Attendees are away from office distractions and often benefit from the exposure to people from other organizations.

Lodging and travel costs are not included in the course fee. The individuals attending the course must make their own travel arrangements. When possible, rooms are offered at special "BSI Training" rates, up to one month prior to a course date. After that date, the hotel may charge a higher rate consistent with their prevailing rate schedule. Book early and save.

eLearning

eLearning is an innovative distance learning tool, where course content is delivered online via the web.

Webinars

A webinar is an interactive multimedia presentation that allows participants to hear the instructor through a telephone conference call while following the presentation element via a webpage.

BSI's Professional Certifications

BSI has teamed with world renowned universities and industry experts to identify those elements most necessary to ensure your success in the global market place through our new Certified Industry Analyst programs. Our specially designed modular program allows you to earn college credits while pursuing your certification. More information: www.bsiamerica.com/ProfessionalCerts



Customer Service

Any questions? Call **1 800 862 4977**. Customer Service hours are 8:30am-5:30pm ET.

Information

To have one of our experts contact you about your management system needs within 24 hours, visit www.bsiamerica.com/quickquote or call **1 800 862 4977**.

Ordering

For On-Site Training classes, call **1 800 862 4977**.

To register for a Public training class, eLearning and Webinars, or to purchase a publication, simply visit: www.bsiamerica.com/usatraining. Order forms are available by request.

BSI Discount Program

Group discounts: Register 2 or more people from your organization for the same class and get 10% off for each one.

GSA Schedule: BSI training courses are on GSA Schedule. Our GSA contract number is **GS-02F-0010U**. Visit GSA Advantage to receive special discount prices for all federal government agencies: www.gsadvantage.gov

IEEE: IEEE members are eligible for a 10% discount off all BSI courses. This offer may be provided to private classes offered onsite at your IEEE recognized organization. Call Customer Service to determine if your on-site class qualifies for this exclusive discount program.

Payment

For your convenience, we accept American Express, VISA, and MasterCard, as well as checks drawn on U.S. banks. Course registration is not official until payment is received. Prices listed in this catalog are subject to change at any time.

Cancellation/Transfer Policy

Public Training: Full refund if you cancel your course registration at least 30 calendar days prior to the start date of the class. 50% refund

if you cancel between 30 and 14 calendar days before the course. No refunds will be provided for cancellations requested less than 14 calendar days of the course start date. You may also contact us up to 14 calendar days prior to the course and make arrangements to transfer to another course. No transfer requests will be allowed less than 14 calendar days of the course start date.

Substitutes (swapping one person for another) are accepted at any time.

In the unlikely event that BSI must cancel a course or change course location, liability is limited to the course fee. In such circumstances, the customer has the option of a full refund or transfer to an alternative available course.

Return Policy

Publications: If you are not satisfied with the product or service you received, return the undamaged merchandise within 15 days of receipt to receive a refund.

Examples of damage include: opened standards, viewed videos, spine creases, earmarked pages, ink marks, etc. If you have any questions or comments, please contact Customer Service or send us an e-mail: solutions.msamericas@bsi-global.com

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NEW Courses

- ISO 9001:2008 Design, Verification & Validation
Our new RABQSA certified course will teach the principles and practices of effective quality management systems and guide you through the entire audit process.
- Entropy Software™ Courses for Administrators & Users
Our award-winning Entropy Software is designed to meet recognized international management system standards and compliance processes through an intuitive interface that transforms your company data into an integrated web-based knowledge management tool.

Check out these and other new courses on our website
www.bsiamerica.com/usatraining:

- RC14001® Internal Auditor
- RC14001®/SAE AS9100 Integrated Internal Auditor
- SAE AS9110 Foundations
- Failure Mode Effects Analysis: Design & Process
- ISO 13485 Training with QSR Overview
- Overview of ISO 10002:2004 Complaint Management

Courses Coming Soon:

- Advanced Auditing Skills
- In-Vitro Diagnostics Medical Devices Directive Overview
- TL9000 Lead Auditor
- SAE AS9110 Lead Auditor
- Understanding and Avoiding Common Non-conformities

NEW Special Offers

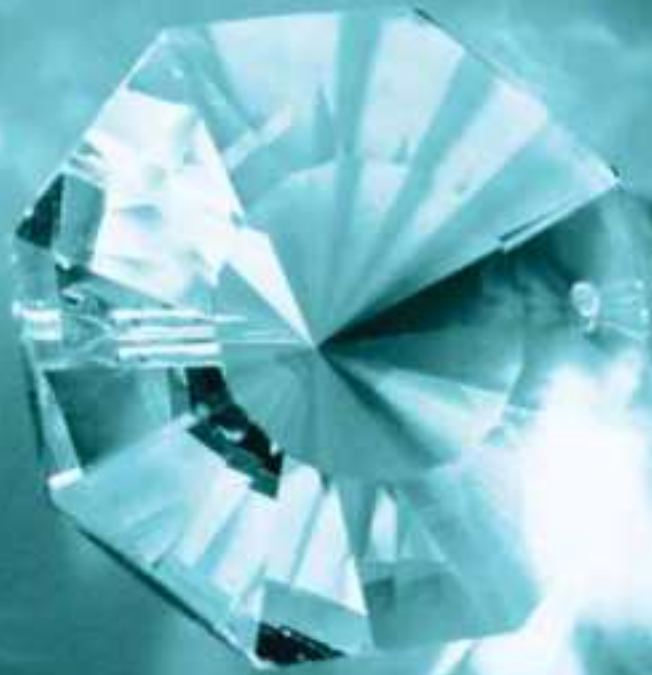
Grants for Training: BSI works with organizations to identify and obtain grants under the Workforce Investment Act to offset your training costs. The grants are meant to assist organizations in maintaining a competitive edge, increasing and maintaining skill levels of workers, and adding well-paying jobs to the economy. Call us today to learn how you can get financial support for your training program at 1 800 862 4977 or visit us at www.bsiamerica.com/grants.

Your Path to Certification: BSI's 4-step certification process walks you through each phase, providing you with a working knowledge of the standard and how it can help your company, the skills to monitor your company's process through certification requirements, and the tools to maintain your company's compliance and address nonconformity issues.

ISO 9001:2008: As a registrar to the new RABQSA accredited ISO 9001:2008, BSI invites you to check out its latest FREE webinar and "Migration to ISO 9001:2008" whitepaper to learn more about the modifications to the old ISO 9000:2001. Visit <http://www.bsiamerica.com/ISO-90012008>.

NEW BSI Summer Networking Events

For August 2009, BSI invites you to take advantage of our specially-selected courses, newly-developed to include the added value of networking with your peers. These courses will enable you and your colleagues to discuss best practices, gain industry insight, and receive feedback from some of the best and the brightest professionals in the quality industry. As a participant, you will have the ability to join your instructor and classmates in an exclusive dinner networking session hosted by BSI. Additionally, in select locations, you will have the opportunity to participate in exclusive activities available only to BSI Summer Networking clients.



QUALITY - ISO 9001:2008

ISO 9001:2008 Lead Auditor



Course Fee \$1,695 • 5 Days

This course is certified by the RABQSA. Students successfully completing this course (by passing the continual evaluation and the written examination) fulfill the RABQSA training requirements for QMS Auditor and QMS Lead Auditor certification. **Long hours and evening work are to be expected.**

Learning Objectives

- Understand quality management definitions, concepts, and guidelines
- Understand the purpose of the ISO 9000 series
- Understand the requirements of the ISO 9001:2008 standard
- Apply ISO 19011:2002 definitions, concepts, and guidelines
- Manage an audit program
- Understand auditor responsibilities
- Generate audit findings and conclusions
- Report audit results
- Conduct an audit follow-up
- Understand the registration process

Who Should Attend

- Individuals interested in conducting first-party, second-party, and third-party audits
- Quality Directors
- Managers
- Engineers

Prerequisite

A pre-course assignment must be completed before the first day of the course. A prior review of the ISO 9001:2008 standard and internal audit experience are strongly recommended for this course.

Course Times

- Day 1: 8:00 am – 6:30 pm
- Day 2: 8:00 am – 7:30 pm
- Day 3: 8:00 am – 7:30 pm
- Day 4: 8:00 am – 6:30 pm
- Day 5: 8:00 am – 12:15 pm

2009 Course Schedule

San Diego, CA	January 5-9
Houston, TX	January 12-16
Orlando, FL	January 26-30
Reston, VA	February 2-6
Dallas, TX	February 9-13
SPSU-CQE/Marietta, GA	February 23-27
San Jose, CA	March 2-6
Denver, CO	March 9-13
Philadelphia, PA	March 16-20
Las Vegas, NV	March 23-27
Chicago, IL	March 30-April 3

2009 Course Schedule *continued*

SPSU-CQE/Marietta, GA	April 20-24
Saint Louis, MO	April 27-May 1
San Diego, CA	May 4-8
Orlando, FL	May 11-15
Reston, VA	May 18-22
Columbus, OH	June 1-5
Houston, TX	June 8-12
Philadelphia, PA	June 15-19
SPSU-CQE/Marietta, GA	June 22-26
Reston, VA	July 13-17
Las Vegas, NV	July 20-24
Milwaukee, WI	July 27-31
Pittsburgh, PA	August 3-7
San Diego, CA	August 10-14
SPSU-CQE/Marietta, GA	August 17-21
Reston, VA	August 24-28
Phoenix, AZ	September 14-18
Chicago, IL	September 21-25
Miami, FL	September 28
	-October 2
Kansas City, MO	October 5-9
SPSU-CQE/Marietta, GA	October 19-23
Reston, VA	October 26-30
Orlando, FL	November 2-6
Las Vegas, NV	November 9-13
Dallas, TX	November 16-20
San Jose, CA	November 30
	-December 4
Orlando, FL	December 7-11
Reston, VA	December 14-18
SPSU-CQE/Marietta, GA	December 14-18

ISO 9001:2008 Internal Quality Systems Auditor

Course Fee
\$1,195 • 3 Days

This course is certified by the RABQSA. Students successfully completing this course (by passing the continual evaluation and the written examination) fulfill the RABQSA training requirements for an Internal Quality Systems Auditor. Long hours are to be expected.

Learning Objectives

- Understand quality management definitions, concepts, and guidelines
- Understand the requirements of the ISO 9001:2008 standard
- Understand the roles and responsibilities of the auditor
- Apply ISO 19011:2002 definitions, concepts, and guidelines
- Recognize the principles, practices, and types of audits
- Conduct all phases of an internal audit (plan, execute, report, record, follow up, closure)

- Prepare and present effective reports
- Understand the purpose of the ISO 9000 series
- Understand the requirements of the ISO 9001:2008 standard
- Understand the RABQSA's certification scheme

Who Should Attend

- Individuals interested in conducting, managing, or participating in first-party (internal) audits
- Quality Control Managers
- ISO Coordinators
- Laboratory Quality Professionals
- Quality Assurance Representatives
- Engineers

Prerequisite

Some prior knowledge of the ISO 9000 series of standards is recommended for this course.

Course Times

Day 1: 8:00 am – 6:45 pm
Day 2: 8:00 am – 6:45 pm
Day 3: 8:00 am – 3:00 pm

2009 Course Schedule

Houston, TX	January 6-8
SPSU-CQE/Marietta, GA	January 20-22
Orlando, FL	February 17-19
Reston, VA	March 17-19
SPSU-CQE/Marietta, GA	March 24-26
San Diego, CA	April 21-23
Reston, VA	May 12-14
SPSU-CQE/Marietta, GA	May 19-21
Houston, TX	June 9-11
San Jose, CA	July 14-16
SPSU-CQE/Marietta, GA	July 28-30
Reston, VA	August 11-13
San Diego, CA	September 15-17
SPSU-CQE/Marietta, GA	September 22-24
Houston, TX	October 13-15
Reston, VA	November 3-5
SPSU-CQE/Marietta, GA	November 17-19
Honolulu, HI	November 23-25
San Jose, CA	December 1-3

Implementing ISO 9001:2008



Course Fee
\$959 • 2 Days

Learning Objectives

- Understand quality management definitions, concepts, and guidelines
- Understand the purpose of the ISO 9000 series
- Understand the requirements of the ISO 9001:2008 standard
- Build an efficient and effective quality management system
- Learn best practice processes to implement each clause of ISO 9001:2008

- Prepare for an audit
- Plan for registration

Who Should Attend

- Anyone involved in defining, planning, or implementing an ISO 9001:2008 quality management system
- Management representatives
- Implementation team members

Prerequisite

Basic knowledge of ISO 9001:2008 would be beneficial.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm

2009 Course Schedule

Philadelphia, PA	January 20-21
SPSU-CQE/Marietta, GA	March 16-17
Reston, VA	April 14-15
San Jose, CA	May 26-27
Reston, VA	July 27-28
SPSU-CQE/Marietta, GA	August 3-4
Chicago, IL	October 5-6
SPSU-CQE/Marietta, GA	November 9-10
Tampa, FL	December 7-8

The first day of this course will also be attended by students taking the "Understanding ISO 9001:2008" course.

Understanding ISO 9001:2008



Course Fee
\$595 • 1 Day

Learning Objectives

- Understand quality management definitions, concepts, and guidelines
- Understand the purpose of the ISO 9000 series
- Understand the requirements of the ISO 9001:2008 standard
- Understand the eight quality management principles
- Understand the process approach
- Recognize the role of management
- Recognize the benefits of a quality management system

Who Should Attend

- Any individual requiring a working knowledge and understanding of the ISO 9000 series of standards
- Quality Professionals/Consultants
- Presidents/Vice Presidents/CEOs
- Management Representatives
- Engineers
- ISO Coordinators/Management Representatives
- Supervisors
- Laboratory quality professionals

Prerequisite

Understanding ISO 9001:2008 is an introductory course designed for individuals with little or no previous knowledge of ISO 9001:2008 or quality management systems.

Course Times

Day 1: 8:00 am - 5:30pm

2009 Course Schedule

Philadelphia, PA	January 20
SPSU-CQE/Marietta, GA	March 16
Reston, VA	April 14
San Jose, CA	May 26
Reston, VA	July 27
SPSU-CQE/Marietta, GA	August 3
Chicago, IL	October 5
SPSU-CQE/Marietta, GA	November 9
Tampa, FL	December 7

Quality Systems Documentation



Course Fee

\$959 • 2 Days

Learning Objectives

- Identify required ISO 9001:2008 documents
- Learn how to write effective documents
- Explain differences between documents and records
- Understand document control requirements
- Understand record control requirements

Who Should Attend

- Anyone involved in defining, writing, or managing documentation for an ISO 9001:2008 or quality based system

Prerequisite

This is an introductory course designed for individuals with little or no formal knowledge of developing quality management systems documentation.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm

2009 Course Schedule

Philadelphia, PA	January 22-23
SPSU-CQE/Marietta, GA	March 18-19
Reston, VA	April 16-17
San Jose, CA	May 28-29
Reston, VA	July 29-30
SPSU-CQE/Marietta, GA	August 5-6
Chicago, IL	October 7-8
SPSU-CQE/Marietta, GA	November 11-12
Tampa, FL	December 9-10

Failure Mode Effects Analysis Design and Process



Course Fee

\$1,195 • 2 Days

Learning Objectives

- Learn the basic concepts of FMEA
- Examine how to use severity, occurrence, detection scales
- Discover how to calculate Risk Priority Number (RPN) and how to prioritize RPNs
- Explore the application of apply FMEA to participant projects

- Learn how to discern recommended corrective actions and risk mitigation
- Practice the recalculation of RPNs

Who Should Attend

- Managers, supervisors and employees who are responsible for quality defect prevention in the design and development stages of projects.

Prerequisite

None

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm

2009 Course Schedule

San Jose, CA	February 18-19
Reston, VA	May 27-28
Columbus, OH (OSU)	September 1-2
Birmingham, AL	November 12-13

AUTOMOTIVE - ISO/TS 16949:2002

ISO 9001:2008 Lead Auditor Course with Emphasis on ISO/TS 16949:2002



Course Fee

\$1,795 • 5 Days

This course is certified by RABQSA. Students successfully completing this course (by passing the continual evaluation and the written examination) fulfill the RABQSA training requirements for QMS Auditor and QMS Lead Auditor certification. Long hours and evening work are to be expected.

Learning Objectives

- Understand quality management definitions, concepts, guidelines, and the quality management principles
- Interpret all clauses of ISO/TS 16949:2002
- Understand the relationship between ISO/TS 16949:2002 and the core tools (FMEA, PPAP, MSA, APQP, SPC)
- Understand the Ford, General Motors, and DaimlerChrysler customer-specific requirements, and how they relate to ISO/TS 16949:2002
- Apply ISO 19011:2002 definitions, concepts, and guidelines
- Apply principles of ISO 19011:2002 to the auditing process

- Manage an audit program
- Initiate the audit and conduct opening and closing meetings
- Conduct on-site activities
- Communicate effectively during the audit
- Generate audit findings
- Prepare audit conclusions
- Report audit results
- Conduct an audit follow-up
- Understand the registration process for ISO/TS 16949:2002

Who Should Attend

- Management representatives
- Individuals leading their organization to ISO/TS 16949:2002 registration
- Quality Directors
- Managers, engineers, and consultants
- Auditors of manufacturing organizations (internal and external)

Prerequisite

A pre-course assignment must be completed before the first day of the course. A prior review of the ISO/TS 16949:2002 standard and internal audit experience are strongly recommended for this course.

Course Times

Day 1: 8:00 am – 7:00 pm
Day 2: 8:00 am – 7:00 pm
Day 3: 8:00 am – 7:00 pm
Day 4: 8:00 am – 7:00 pm
Day 5: 8:00 am – 12:15 pm

*This course meets the time requirements set by the RABQSA. Time allocated for breaks, lunch, and the written examination is excluded from this total. There are individual evening assignments. **Long hours are to be expected.***

2009 Course Schedule

Columbus, OH (OSU)	January 12-16
Detroit, MI	March 9-13
Columbus, OH (OSU)	June 22-26
SPSU-CQE/Marietta, GA	July 20-24
Chicago, IL	August 24-28
Birmingham, AL	October 26-30
Atlanta, GA	December 7-11

ISO/TS 16949:2002 Internal Auditor



Course Fee

\$1,195 • 3 Days

Learning Objectives

- Understand the specific requirements of ISO/TS 16949:2002
- Understand the three types of internal audits required by ISO/TS 16949:2002 (system, process, and product auditing)
- Understand the audit phases of planning, execution, and follow up
- Gain necessary skills to create audit schedules, follow audit trails, and write nonconformance and audit reports
- Understand how the Ford, General Motors, and DaimlerChrysler customer-specific requirements for internal auditing relate to ISO/TS 16949:2002

Who Should Attend

- Individuals interested in understanding the requirements of ISO/TS 16949:2002
- Individuals who will manage, conduct, or participate in internal audits
- Individuals who will audit to the ISO/TS 16949:2002 specification

Prerequisite

Participants should have a working knowledge of quality management systems, ISO 9001:2008, or QS-9000.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm
Day 3: 8:00 am – 5:30 pm

2009 Course Schedule

SPSU-CQE/Marietta, GA	May 13-15
Detroit, MI	September 16-18
SPSU-CQE/Marietta, GA	October 28-30

ISO/TS 16949:2002, when used along with customer-specific requirements and the IATF common recognized registration scheme, will satisfy quality system requirements for AVSQ (Italy), EAQF (France), QS 9000 (USA), and VDA 6.1 (Germany).

This course addresses the Ford, General Motors, and DaimlerChrysler customer-specific requirements for internal auditing.

Understanding and Implementing ISO/TS 16949:2002



Course Fee

\$995 • 2 Days

Learning Objectives

- Understand the clauses of ISO/TS 16949:2002
- Interpret ISO/TS 16949:2002 requirements
- Understand the relationship between ISO/TS 16949:2002 and ISO 9001:2008
- Identify ISO/TS 16949:2002 implementation strategies

- Estimate costs and resources for implementation

Who Should Attend

- QS-9000 Quality Managers
- Operations staff
- Members of cross-functional implementation teams

Prerequisite

A working knowledge of QS-9000 or ISO 9001:2008 is recommended.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm

2009 Course Schedule

SPSU-CQE/Marietta, GA	May 11-12
Detroit, MI	September 14-15
SPSU-CQE/Marietta, GA	October 26-27

AEROSPACE

SAE AS9100 Revision B Lead Auditor



Course Fee
\$2,195 • 5 Days

This course is certified by the RABQSA. Students successfully completing this course (by passing the continual evaluation and the written examination) fulfill the RABQSA training requirements for RABQSA Aerospace Auditors. Long hours are to be expected.

Learning Objectives

- Understand the requirements of the SAE AS9100 Revision B standard
- Understand the requirements of SAE AS9104 and SAE AS9014
- Recognize the relationship of SAE AS9100 Revision B to Civil Aviation Authority requirements, relevant Department of

Defense requirements, and National Space Agency procurement requirements

- Manage an audit program
- Use SAE AS9101C to score audits

Who Should Attend

- Management Representatives
- Quality Directors

Prerequisite

A pre-course assignment must be completed before the first day of the course. A prior review of the SAE AS9100 Revision B standard is required. BSI strongly recommends that attendees have experience auditing to ISO 9001:2008.

Course Times

Day 1: 8:00 am – 6:30 pm
Day 2: 8:00 am – 6:30 pm
Day 3: 8:00 am – 6:30 pm
Day 4: 8:00 am – 6:30 pm
Day 5: 8:00 am – 3:30 pm

2009 Course Schedule

Las Vegas, NV	January 12-16
Bettendorf, IA	January 19-23
Orlando, FL	March 16-20
SPSU-CQE/Marietta, GA	May 4-8
Dallas, TX	June 1-5
Las Vegas, NV	July 27-31
Houston, TX	October 5-9
SPSU-CQE/Marietta, GA	November 9-13
Orlando, FL	December 14-18

SAE AS9100 Revision B Internal Auditor



Course Fee
\$1,159 • 3 Days

Learning Objectives

- Gain an introduction to SAE AS9100 Revision B and ISO 9001:2008
- Demonstrate effective internal auditing to the SAE AS9100 family of standards
- Interpret the differences between SAE AS9100 Revision B and ISO 9001:2008

Who Should Attend

- Quality managers in the aerospace industry

Prerequisite

A working knowledge of ISO 9001:2008 and SAE AS9100 Revision B would be beneficial

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm
Day 3: 8:00 am – 5:30 pm

2009 Course Schedule

SPSU-CQE/Marietta, GA	February 10-12
Reston, VA	May 6-8
Dallas, TX	July 8-10
SPSU-CQE/Marietta, GA	September 1-3
Orlando, FL	November 17-19

Implementing SAE AS9100 Revision B



Course Fee
\$1,149 • 3 Days

Learning Objectives

- Understand the purpose and the requirements of the SAE AS9100 standards
- Learn best practice processes to implement each clause of SAE AS9100
- Prepare for an internal or external audit

Who Should Attend

- Anyone involved in defining, planning, or implementing an SAE AS9100 QMS
- Management representatives
- Implementation team members

Prerequisite

There are no formal pre-requisites.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm
Day 3: 8:00 am – 5:30 pm

2009 Course Schedule

Reston, VA	January 13-15
SPSU-CQE/Marietta, GA	February 3-5
Reston, VA	May 4-6
Dallas, TX	July 6-8
SPSU-CQE/Marietta, GA	August 25-27
Reston, VA	September 9-11
Dallas, TX	November 3-5

Understanding SAE AS9110:2003



Course Fee
\$999 • 2 Days

Learning Objectives

- Understand the terms, definitions, and concepts of SAE AS9110
- Recognize the factors that contribute to an effective quality management system
- Understand the purpose of SAE AS9110
- Understand the process approach
- Interpret the individual clauses of SAE

AS9110 and understand their impact on the organization

Who Should Attend

- Management representatives
- Quality directors
- Managers
- Engineers
- Consultants

Prerequisite

There are no formal pre-requisites but

experience in aerospace and/or knowledge of ISO 9001 would be beneficial.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm

2009 Course Schedule

Reston, VA	April 20-21
Houston, TX	June 22-23
Orlando, FL	September 8-9

IT SERVICE MANAGEMENT - ISO/IEC 20000-1:2005



ISO/IEC 20000-1:2005 Lead Auditor

Course Fee
\$2,495 • 5 Day

This course is registered by the governing board of the Institute of Quality Assurance (IQA)—International Register of Certified Auditors (IRCA) and meets part of the training requirements of those seeking registration as a lead auditor under that scheme.*

*(A17452) There is a two-hour written exam on Day 5. Detailed exam instructions are provided during the course.

Learning Objectives

- Interpret the requirements of ISO/IEC 20000-1:2005 in the context of an audit
- Explain the purpose, content and interrelationship of ISO/IEC 20000-1:2005 Specification and ISO/IEC 20000-2:2005 Code of Practice

- Explain the purpose of an Information Technology Service Management System (ITSMS)
- Describe policies, framework and linked activities to enable effective management and implementation of information technology services
- Plan, conduct, report and follow up on an ITSMS audit in accordance with ISO 19011:2002 and ISO/IEC 20000-1:2005

Who Should Attend

- Consultants
- IT managers
- IT service personnel
- Existing auditors in other schemes
- Internal and external auditors responsible for auditing IT service management practices

Prerequisite

A general background in IT, basic competence in IT service management processes and prior review of the ISO/IEC 20000 family of standards is recommended.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 6:00 pm
Day 3: 8:00 am – 6:00 pm
Day 4: 8:00 am – 6:00 pm
Day 5: 8:00 am – 12:00 pm

2009 Course Schedule

SPSU-CQE/Marietta, GA	February 2-6
Reston, VA	March 9-13
Reston, VA	May 4-8
SPSU-CQE/Marietta, GA	August 10-14
Seattle, WA	October 5-9
Reston, VA	December 7-11

ISO/IEC 20000-1:2005 Internal Auditor



Course Fee
\$1,595 • 3 Days

Learning Objectives

- Understand the individual requirements of ISO/IEC 20000-1:2005 and how they apply to IT service management systems
- Learn basic ISO/IEC 20000-1:2005 implementation steps
- Understand the roles and responsibilities of the auditor
- Apply ISO 19011:2002 definitions, concepts, and guidelines
- Recognize the principles, practices, and types of audits

- Understand the ISO/IEC 20000-1:2005 certification scheme

Who Should Attend

- Staff tasked with managing, implementing, or internal auditing an IT Service Management system
- Auditors and others who wish to gain an understanding of ISO/IEC 20000-1:2005

Prerequisite

This is an introductory course designed for individuals with little or no previous knowledge of ISO/IEC 20000-1:2005. However, basic knowledge of internal auditing or ISO 9001:2000 is highly recommended.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm
Day 3: 8:00 am – 5:30 pm

2009 Course Schedule

Reston, VA	February 25-27
SPSU-CQE/Marietta, GA	April 15-17
Reston, VA	June 10-12
Reston, VA	September 23-25
SPSU-CQE/Marietta, GA	November 2-4

The first day of the class will also be attended by students taking the "Understanding ISO/IEC 20000-1:2005" course.

Implementing ISO/IEC 20000-1:2005



Course Fee
\$1,195 • 2 Days

Learning Objectives

- Understand the individual requirements of ISO/IEC 20000-1:2005
- Understand how the requirements of ISO/IEC 20000-1:2005 apply to IT service management systems
- Build an efficient and effective IT service management system
- Learn best practice processes to implement each clause of ISO/IEC 20000-1:2005

Who Should Attend

- Anyone involved in defining, planning, or implementing an ISO/IEC 20000-1:2005 IT service management system
- Management representatives

Prerequisite

This is an introductory course designed for individuals with little or no previous knowledge of implementing a management system. The basics of ISO/IEC 20000-1:2005 will be covered in full detail.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm

2009 Course Schedule

Reston, VA	February 23-24
SPSU-CQE/Marietta, GA	May 27-28
Reston, VA	June 8-9
Reston, VA	September 21-22
SPSU-CQE/Marietta, GA	November 5-6

Understanding ISO/IEC 20000-1:2005



Course Fee
\$595 • 1 Day

Learning Objectives

- Understand the individual requirements of ISO/IEC 20000-1:2005 and how they apply to IT service management systems
- Learn basic ISO/IEC 20000-1:2005 implementation steps

Who Should Attend

- Staff tasked with managing, implementing, or operating within an IT Service Management system
- Consultants

Prerequisite

This is an introductory course designed for individuals with little or no previous knowledge of ISO/IEC 20000-1:2005. However, basic knowledge of IT service management is highly recommended.

Course Times

Day 1: 8:00 am – 5:30 pm

2009 Course Schedule

Reston, VA	February 25
SPSU-CQE/Marietta, GA	April 15
Reston, VA	June 10
Reston, VA	September 23
SPSU-CQE/Marietta, GA	November 2

IT SERVICE MANAGEMENT-ITIL

ITIL Foundations



Course Fee
\$1,595 • 3 Days

Learning Objectives

- Prepare for and take ITIL Foundations v.3 exam
- Be introduced to best practices in IT Service Management based on the ITIL V.3 Framework
- Gain knowledge and understanding of each ITIL process and function

Who Should Attend

- IT professionals and government contractors need to understand the ITIL Service Support and Service Delivery sets as well as generic ITIL philosophy and background. It is a prerequisite for the Practitioner's and Manager's Certificates in IT Service Management and an excellent course for government contractors with access to secure networks.

Prerequisite

None

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm
Day 3: 8:00 am – 12:00 pm

2009 Course Schedule

Herndon, VA	January 14-16
Sierra Vista, AZ	January 27-29
Herndon, VA	February 11-13
Sierra Vista, AZ	February 24-26
Herndon, VA	March 4-6
Sierra Vista, AZ	March 24-26
Herndon, VA	April 4-10
Chicago, IL	April 14-16
Sierra Vista, AZ	April 21-23
Herndon, VA	May 6-8
Sierra Vista, AZ	May 19-21

2009 Course Schedule *continued*

Herndon, VA	June 10-12
Sierra Vista, AZ	June 23-25
Herndon, VA	July 15-17
Sierra Vista, AZ	July 21-23
Herndon, VA	August 5-7
Sierra Vista, AZ	August 18-20
Herndon, VA	September 9-11
Sierra Vista, AZ	September 22-24
Herndon, VA	October 7-9
Sierra Vista, AZ	October 20-22
Herndon, VA	November 4-6
Sierra Vista, AZ	November 17-19

All courses are held at Zenetex training centers.

ON-SITE TRAINING

If BSI Management Systems is your company's registrar, please call a BSI representative prior to scheduling onsite training to avoid any conflicts of interest with sector-based requirements.

Quality Planning

Learning Objectives

- Identify ways to ascertain customer needs
- Explore the establishment of measures
- Develop an understanding of FMEA
- Understand QFD

- Learn process capability
- Become skilled at transferring components to operations

Prerequisite

None

Who Should Attend

- Professionals engaged in any aspect of the quality and or standards industry.

Advanced Product Quality Planning and Control Plan

Learning Objectives

- Discover why highest quality systems yield lowest total cost
- Learn the components of supply chain production readiness
- Understand tracking production readiness
- Link FMEA, MSA & SPC

- Become skilled at supplier assessment & development
- Explore Six Sigma & Lean – prototype to production

Prerequisite

None

Who Should Attend

- Employees, supervisors and managers who want to gain a working understanding of quality control tools such as: Failure Mode and Effect Analysis, Measurement System Analysis, Statistical Process Control

Six Sigma Principles for Improvement of Management Systems

Learning Objectives

- Understand the eight quality management principles
- Recognize the meaning of Six Sigma as a metric
- Review different application areas including operational, transactional, and design areas
- Understand the DMAIC process improvement roadmap
- Review the approach to implementing a Six Sigma program

- Understand impacts of management systems and Six Sigma on day-to-day operations including costs and cost savings
- Recognize the value of investment in a Six Sigma program and management system

- Managers who wish to expand upon organizational improvement techniques
- Individuals involved in planning, managing, or implementing a Six Sigma program

Prerequisite

This is an introductory course designed for individuals with little or no previous knowledge of Six Sigma methodology. Some previous knowledge of management systems would be useful.

Who Should Attend

- Senior management
- Managers whose duties include operating and/or improving a management system
- Managers who wish to evaluate their own organizations

Six Sigma Green Belt - Week One and Week Two

Learning Objectives

- The history of Six Sigma
- The DMAIC improvement process
- Basic statistics and displays of data
- Process mapping and measurement techniques

- Week two-students who have completed week one of the Green Belt program continue their projects and learning during this second week of class.

Prerequisite

Six Sigma Green Belts are expected to be able to carry out small process improvement activities and to participate in larger projects which are led by Black Belts. Candidates should have good communication skills, and some experience of team working to improve processes or solve problems. They should ideally have some experience of using

graphical displays of data in software, such as Excel. All candidates are required to bring a laptop computer to the course, equipped with Microsoft Windows 2000 or later with all service releases, Microsoft Office 2000 or later with all service releases and Minitab 14 or later. Week one completion is required for week two.

Students receive comprehensive course manuals with reference materials. Mini Tab software is a required course element. A fully functioning trial version may be downloaded, by students, for use during the class at www.minitab.com/products/minitab/demo/.

Lean Six Sigma Black Belt - Week One and Week Two



Learning Objectives

- Lean tools and their application
- How to make processes visible using mapping techniques
- Improvement strategies for transactional processes
- Understanding and coaching of statistical tools
- Managing and coaching Green belts and their projects

Who Should Attend

- Six Sigma Team Leads, Practice Managers, Quality Program Managers, and those

individuals interested in advancing their career through adding highly sought after skills and abilities to their own personal capabilities. Students who have completed week one and two of the Green Belt program.

Prerequisite

Lean Six Sigma Black Belts are expected to be able to run individual projects themselves, and to lead larger projects using Green Belts as a resource. Candidates should have good communication skills, experience of team working to improve processes or solve problems, good IT skills and ideally some

basic statistical knowledge. It is strongly recommended that all Black Belt candidates successfully complete the Six Sigma Green Belt program before attempting this course. All candidates are required to bring a laptop computer to the course, equipped with Microsoft Windows 2000 or later with all service releases, Microsoft Office 2000 or later with all service releases and Minitab 14 or later. Week one completion is required for week two.

Students receive comprehensive course manuals with reference materials. Mini Tab software is a required course element. A fully functioning trial version may be downloaded, by students, for use during the class at www.minitab.com/products/minitab/demo/.

SAE AS9100 Revision B and RC 14001:2008® Integrated Internal Auditor



Learning Objectives

- Gain an introduction to Integrated Management Systems
- Enhance knowledge of the SAE AS9100 Revision B and RC14001 standards
- Understand links between SAE AS9100 Revision B and RC14001
- Understand ISO 19011:2002 definitions, concepts, and guidelines
- Demonstrate techniques for planning, executing, reporting, and following-up of audits

- Improve audit skills and knowledge of quality and environmental auditing principles
- Provide participants with sufficient training that will permit them to function immediately as members of a Quality Management Systems audit team

Who Should Attend

- Individuals who will manage or conduct internal audits to SAE AS9100 Revision B and RC14001
- Quality directors

- Health, safety, and environmental managers
- Cross functional team members of implementation projects

Prerequisite

There is no formal prerequisite for this course, although it is recommended that students have a basic knowledge of environmental management systems, quality management systems, RC14001, ISO 9001:2005, or SAE AS9100 Revision B.

Implementing an Integrated Management System



Learning Objectives

- Describe the differences between integrated management systems and combined management systems
- Explain the major advantages of integrated management systems
- Understand the Plan-Do-Check-Act methodology and the 6 common requirements of management systems standards
- Define the scope of an integrated management system

- Build an efficient and effective integrated management system
- Learn best practices to implement an integrated management system
- Learn tips for winning employee and management support

Who Should Attend

- Organizations wishing to implement an integrated management system
- Quality managers wanting to update their ISO 9001 management system to facilitate

the integration of other management systems

- Those wishing to combine ISO 9001 and/or ISO 14001 and/or OHSAS 18001 systems, as well as other management systems such as ISO 22000, ISO 27001, etc.

Prerequisite

Students should have knowledge and experience with at least two management systems standards and the associated requirements.

ISO 9001:2008 Design, Verification & Validation



Learning Objectives

- ISO 9001:2008 clause 7.3 Design & Development
- How product design inputs and outputs are identified and communicated in other industries

- Requirements for product design verification and verification
- The spectrum of options for accomplishing product design verification and validation
- Examples of product design verification and validation in industries

Who Should Attend

- Management representatives
- Quality directors
- Managers
- Engineers
- Consultants

Prerequisite

None

Good Manufacturing Practices (GMP)



Learning Objectives

- Review Good Manufacturing Practices
- Understand How GMPs are Integrated into Formal Management Systems for the Food Industry

Who Should Attend

- Anyone who may be involved in the support or implementation of GMPs within a food business
- Senior management investigating the benefits of GMPs
- Managers or other personnel new to their roles where operating GMPs is required

- Food safety auditors and consultants

Prerequisite

This is an introductory course designed for individuals with little or no previous knowledge of HACCP. Some knowledge of food safety would be beneficial.

Understanding Food Safety Management Systems

NEW 

Learning Objectives

- Understand the basic concepts of HACCP
- Understand the basic concepts of the BRC Food Standard
- Understand the basic concepts of SQF Program
- Understand the basic concepts of the ISO 22000 Standard
- Understand the basic concepts of the Dutch HACCP standard

- Understand the basic concepts of the IFS standard

Who Should Attend

- Anyone who may be involved in the support or implementation of HACCP or a HACCP-based food safety or quality management system
- Senior management investigating the benefits of an internationally recognized food safety management system
- Managers or other personnel investigating the

benefits of an internationally recognized food safety management system

- Food safety auditors and consultants

Prerequisite

This is an introductory course designed for individuals with little or no previous knowledge of HACCP or of any of the food safety management systems covered in the course. Some knowledge of food safety would be beneficial.

ISO 13485:2003 and the FDA's QSRs Internal Quality Systems Auditor



Learning Objectives

- Understand quality management definitions, concepts, and guidelines
- Understand the quality management principles
- Interpret all clauses of ISO 13485:2003
- Apply principles of ISO 14971:2007 for risk management
- Understand the relationship between the QSRs (from title 21 of the CFR, Part 820) and ISO 13485:2003

- Understand the impact of ISO 13485:2003 implementation on medical device organizations
- Identify the recent changes and how they will impact an organization wishing to sell devices globally
- Consider the life-cycle concept and how it applies to the design control process

Who Should Attend

- Quality managers

- RA managers
- Auditors of medical device manufacturing firms (internal and external)
- Cross functional team members implementing the standard

Prerequisite

Working knowledge of quality management systems, ISO 9001:2008, or ISO 13485:2003.

Understanding ISO 13485:2003 and the FDA's QSRs



Learning Objectives

- Interpret all clauses of ISO 13485:2003
- Understand the role of management in ISO 13485:2003 implementation
- Understand the proper use of PD CEN ISO/TR 14969:2005
- Recognize the relationship between risk management and ISO 14971:2007
- Understand the relationship between the

QSRs (from title 21 of the CFR, Part 820) and ISO 13485:2003

- Understand the linkage between ISO 13485:2003 and GMPs

Who Should Attend

- Quality managers
- RA managers
- Auditors of medical device manufacturing

firms (internal and external)

- Cross functional team members implementing the standard

Prerequisite

There are no formal prerequisites for this course, but it is recommended that students have a basic knowledge of quality management systems, ISO 9001:2008, or ISO 13485:2003.

Understanding Medical Devices Design Controls



Learning Objectives

- Understand the role of design controls in the medical device industry
- Practice the basics of design controls
- Interpret the clauses of ISO 13485:2003
- Recognize the application of process and product validation concepts
- Understand the importance of management involvement with ISO 13485:2003 implementation
- Understand the impact of ISO 13485:2003 implementation on medical device organizations

- Identify the recent changes and how they will impact an organization wishing to sell devices globally
- Consider the life-cycle concept and how it applies to the design control process

Who Should Attend

- Quality managers or implementers within an organization seeking or maintaining registration to ISO 13485:2003
- Decision makers on management system strategy

- Design, process and manufacturing engineers
- Internal auditors
- Management team

Prerequisite

Participants should have experience with or basic knowledge of quality management systems for the medical device industry. Basic awareness of medical devices, quality assurance, and ISO 13485:2003 is recommended.

Change and Intervention



Learning Objectives

- Gain an in-depth understanding of the systematic approaches to leading and managing change
- Learn how to implement key components of managing change — assessing change readiness, controlling the change process, and turning obstacles into opportunities
- Discover methodologies for examining culture, social patterns and networks, and interaction processes

- Explore ways to make change a part of the organizational culture
- Master change facilitation skills
- Learn the critical steps in implementing change
- Assess change management strengths and weaknesses to develop a plan of action; and
- Explore crucial functions of managing change, such as stakeholder analysis, dealing with conflict, and leveraging diversity

Who Should Attend

- Senior managers, supervisors and employees involved in organizational change within their company or organization who need to develop a hands on understanding of successful techniques for leading change.

Prerequisite

None

INFORMATION SECURITY - ISO/IEC 27001:2005

ISO/IEC 27001:2005 Information Security Management System Lead Auditor



Course Fee \$2,495 • 5 Days

Students should note that the course does require evening work and there is a 2 hour exam on Day 5.

Learning Objectives

- Review the requirements of ISO/IEC 27001:2005
- Understand the relationship between ISO/IEC 27001:2005 and ISO/IEC 27002:2005
- Learn how to assess security threats and vulnerabilities
- Understand security controls and countermeasures
- Understand the roles and responsibilities of the auditor
- Learn how to plan, execute, report, and follow-up on an ISMS audit

Who Should Attend

- IT Security Officers
- IT Managers
- Auditors interested in ISO/IEC 27001:2005 or ISO/IEC 27002:2005
- Information Security Consultants

Prerequisite

A prior review of ISO/IEC 27002:2005 and ISO/IEC 27001:2005 and knowledge of information security practices are required.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 6:00 pm
Day 3: 8:00 am – 6:00 pm
Day 4: 8:00 am – 6:00 pm
Day 5: 8:00 am – 12:00 pm

2009 Course Schedule

Reston, VA	January 5-9
Seattle, WA	March 2-6
Reston, VA	March 30-April 3
Columbus, OH	April 27-May 1
Phoenix, AZ	May 18-22
Reston, VA	June 1-5
SPSU-CQE/Marietta, GA	June 8-12
Seattle, WA	July 27-31

2009 Course Schedule *continued*

Reston, VA	August 17-21
San Jose, CA	September 28 -October 2
Orlando, FL	October 26-30
Reston, VA	November 16-20
SPSU-CQE/Marietta, GA	December 7-11
Phoenix, AZ	December 14-18

This course is registered by the governing board of the Institute of Quality Assurance (IQA) - International Register of Certified Auditors (IRCA) and meets part of the training requirements of those seeking registration as a lead auditor under that scheme. *(A17287)*

There is a two-hour written exam on Day 5. Detailed exam instructions are provided during the course.

ISO/IEC 27001:2005 Information Security Internal Auditor



Course Fee \$1,495 • 3 Days

Learning Objectives

- Review the requirements of ISO/IEC 27001:2005
- Understand the relationship between ISO/IEC 27001:2005 and ISO/IEC 27002:2005
- Learn how to assess security threats and vulnerabilities
- Understand security controls and countermeasures
- Understand the roles and responsibilities of the auditor

- Learn how to plan, execute, report, and follow-up on an information security management system audit

Who Should Attend

- IT Security Officers
- IT Managers
- Information Security Consultants

Prerequisite

A prior review of ISO/IEC 27002:2005 and ISO/IEC 27001:2005 would be beneficial.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm
Day 3: 8:00 am – 5:30 pm

2009 Course Schedule

SPSU-CQE/Marietta, GA	April 6-8
SPSU-CQE/Marietta, GA	September 29-October 1
Reston, VA	November 10-12

ISO/IEC 27001:2005 Information Security Management System Implementation



Course Fee
\$1,495 • 3 Days

Students should note that the course does require evening work.

Learning Objectives

- Understand the specific requirements for an ISMS
- Identify uses of ISMS controls
- Determine and assess risk to information security
- Understand the design and implementation of an ISMS
- Recognize the importance of auditing and reviewing an ISMS
- Understand ISMS documentation

Who Should Attend

- IT Security Officers
- IT Managers
- Management Systems Managers
- Professionals involved in introducing ISO/IEC 27001:2005 into an organization
- Chief Security Officers
- Information Security Consultants

Prerequisite

A prior review of ISO/IEC 27001:2005 and knowledge of information security practices are required.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm
Day 3: 8:00 am – 5:30 pm

2009 Course Schedule

Reston, VA	February 11-13
Boston, MA	March 10-12
SPSU-CQE/Marietta, GA	April 1-3
Reston, VA	July 21-23
SPSU-CQE/Marietta, GA	September 16-18
Reston, VA	October 13-15

ISO/IEC 27001:2005 Understanding an Information Security Management System



Course Fee
\$1,095 • 2 Days

Learning Objectives

- Understand the basics of information security
- Identify reasons to adopt an information security management system
- Identify costs and resources to implement an information security management system
- Understand the available information security controls
- Understand the registration process

Who Should Attend

- Senior Managers
- IT Security Officers
- IT Managers
- Chief Security Officers

Prerequisite

This is an introductory course designed for individuals with little or no previous knowledge of information security management systems.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm

2009 Course Schedule

Reston, VA	February 9-10
SPSU-CQE/Marietta, GA	March 30-31
SPSU-CQE/Marietta, GA	September 14-15

Holistic Information Security Practitioner (HISP) Certification



Course Fee
\$2,995 • 5 Days

Learning Objectives

- Learn how to adopt international best practices pertaining to Information Security
- Take the knowledge and skills imparted during this exercise and use them to improve confidentiality, integrity and availability of information systems
- Gain competitive advantage
- Improve customer and investor confidence
- Show due diligence and due care

Who Should Attend

- Staff tasked with the implementation and management of an ISO 27001:2005 or ISO 27002:2005 Information security management system (ISMS)
- Staff tasked with ensuring compliance with HIPAA Security, SOX Security, GLBA, California SB1386, FACT Act, PCI Data Security, NIST 800-53 and other regulations
- Information Security Consultants or Third Party Auditors
- Information Security Officers
- IT Managers/Directors
- Privacy/Compliance Officers

Prerequisite

The course is designed for people who have a reasonable awareness of Information security management.

Course Times

Day 1: 8:30 am – 5:30 pm
Day 2: 8:30 am – 5:30 pm
Day 3: 8:30 am – 5:30 pm
Day 4: 8:30 am – 5:30 pm
Day 5: 8:30 am – 12:30 pm

2009 Course Schedule

Seattle, WA	January 5-9
Atlanta, GA	February 9-13
San Jose, CA	May 11-15
San Francisco, CA	July 20-24
Reston, VA	November 9-13

BUSINESS CONTINUITY- BS 25999

BS 25999 Lead Auditor

NEW **P** **O**

Course Fee
\$2,595 • 5 Days

Learning Objectives

- Lead an audit of a business continuity management system
- Carry out an audit of a business continuity management system
- Clarify the different purposes of BS 25999 Part 1 and Part 2
- Explain the requirements of BS 25999-2:2007
- Understand the Business Continuity Management Code of Practice BS 25999-1:2006
- Articulate and present audit findings
- Manage successful audit communication and interviews
- Write a succinct audit report
- Conduct opening, closing, and follow-up audit meetings

Who Should Attend

- Existing lead auditors in other schemes
- Business continuity professionals (BCI, DRII)
- Consultants
- Business continuity managers
- IT managers
- Information security professionals
- Internal and external auditors responsible for auditing business continuity practices

Prerequisite

It would be beneficial for participants to have some understanding of business continuity and/or auditing principles around another management system standard before attending this course. It is recommended, but not required that students take both the Understanding and Implementing courses, as they form the basis for the Lead Auditor course. Students are expected to be familiar with BS 25999 Part 1 and Part 2 standards.

Course Times

Day 1: 8:00am – 5:30pm
Day 2: 8:00am – 5:30pm
Day 3: 8:00am – 5:30pm
Day 4: 8:00am – 5:30pm
Day 5: 8:00am – 10:30am

2009 Course Schedule

Reston, VA	February 16-20
Reston, VA	June 15-19
Reston, VA	October 5-9
San Jose, CA	December 14-18

BS 25999 Internal Auditor

NEW **P** **O**

Course Fee
\$1,795 • 3 Days

Learning Objectives

- Clarify the different purposes of BS 25999 Part 1 and Part 2
- Understand the Business Continuity Management Code of Practice, BS 25999-1:2006
- Explain the requirements of BS 25999-2:2007
- Plan an audit for business continuity management systems
- Plan and conduct opening and closing audit meetings
- Conduct an audit of a business continuity management system
- Manage successful audit communication and interviews
- Articulate and present audit findings

- Write a succinct audit report
- Conduct audit follow-up and close out

Who Should Attend

- Participants responsible for auditing a business continuity management system
- Practitioners who will be performing audits
- Participants planning to perform self-assessments
- Consultants planning to provide independent audits
- Existing auditors who will be performing business continuity management audits
- Participants responsible for auditing supply chains with introducing BS 25999 into an organization

Prerequisite

It would be beneficial for participants to have some understanding of business continuity and have good knowledge of the business systems in their organization before attending this course. Students are expected to be familiar with BS 25999 Part 1 and Part 2 standards.

Course Times

Day 1: 8:00am – 5:30pm
Day 2: 8:00am – 5:30pm
Day 3: 8:00am – 5:30pm

2009 Course Schedule

Reston, VA	September 29-October 1
Seattle, WA	December 1-3

Implementing BS 25999



Course Fee
\$1,195 • 2 Days

Learning Objectives

- Articulate the requirements outlined in BS 25999-2:2007, Business Continuity Management – Part 2: Specification
- Describe and implement the 6 steps of the BCM lifecycle
- Implement a business continuity management system
- Utilize the best practice techniques contained in BS 25999-1

Who Should Attend

- Business continuity managers
- Risk managers
- Quality managers
- IT managers
- Information security professionals
- Professionals who will be involved in introducing BS 25999 into an organization
- Auditors who will be responsible for auditing the continuity of business operations.

Prerequisite

There are no formal prerequisites, but it is recommended that students have a general understanding of business practices and management systems.

Course Times

Day 1: 8:00am – 5:30pm
Day 2: 8:00am – 5:30pm

2009 Course Schedule

Boston, MA	February 10-11
Reston, VA	April 22-23
San Jose, CA	July 8-9
Boston, MA	October 28-29

Understanding BS 25999



Course Fee
\$595 • 1 Day

Learning Objectives

Upon completion of this course, students should be able to:

- State the comprehensive definition of Business Continuity Management (BCM)
- Describe the benefits of BS 25999 to an organization
- Identify and sequence the elements of the BCM lifecycle
- Identify how BS 25999 can assist an organization in identifying and managing potential business disruptions

- Convey the importance of business continuity to top management

Who Should Attend

- Business continuity managers
- Risk managers
- Quality managers
- IT managers
- Information security professionals
- EH&S managers
- Consultants
- Internal and external auditors responsible for auditing business continuity practices
- Other professionals interested or involved with introducing BS 25999 into an organization

Prerequisite

There are no formal prerequisites, but it is recommended that students have a general understanding of business practices and management systems.

Course Times

Day 1: 8:00 am – 5:30 pm

2009 Course Schedule

Reston, VA	April 21
San Jose, CA	July 7
Boston, MA	October 27



FOOD SAFETY

ISO 22000:2005 Lead Auditor

NEW  

Course Fee
\$2,495 • 5 Day

Learning Objectives

- Understand the concepts and requirements of ISO 22000:2005
- Understand national/international food safety legislation
- Understand HACCP principles based on Codex Alimentarius
- Understand the roles and responsibilities of the auditor
- Apply ISO 19011:2002 and ISO/TS 22003:2007 definitions, concepts, and guidelines
- Apply ISO 19011:2002 and ISO/TS 22003:2007 definitions, concepts, and guidelines

- Conduct all phases of an external audit (plan, execute, report, record, follow-up, closure)
- Prepare and present effective reports

Who Should Attend

- Managers planning the implementation of ISO 22000:2005
- Anyone involved in either the support or actual implementation of a food safety management or HACCP-based system
- Managers or other personnel managing a food safety management system
- Individuals interested in conducting first-, second-, and third-party audits based on ISO 22000:2005
- Food safety consultants

Prerequisite

It is recommended that students have some prior knowledge of ISO 22000:2005 or food safety management systems.

Course Times

Day 1: 8:00 am – 6:00 pm
 Day 2: 8:00 am – 6:00 pm
 Day 3: 8:00 am – 6:00 pm
 Day 4: 8:00 am – 6:00 pm
 Day 5: 8:00 am – 12:00 pm

2009 Course Schedule

Seattle, WA	May 4-8
Honolulu, HI	July 13-17
Charlotte, NC	October 19-23
Honolulu, HI	December 14-18

ISO 22000:2005 Internal Auditor

Course Fee
\$1,295 • 3 Days

Learning Objectives

- Understand the basic concepts of ISO 22000:2005
- Recognize the key requirements of ISO 22000:2005
- Understand the roles and responsibilities of the auditor
- Apply ISO 19011:2002 definitions, concepts, and guidelines
- Recognize the principles, practices, and types of audits
- Conduct all phases of an internal audit (plan, execute, report, record, follow up, closure)
- Prepare and present effective reports

Who Should Attend

- Managers planning the implementation of ISO 22000:2005
- Anyone who may be involved in either the support or actual implementation of a food safety management system or HACCP-based system
- Managers or other personnel tasked with managing a food safety management system
- Food safety consultants

Prerequisite

It is recommended that students have some prior knowledge of ISO 22000:2005 or food safety management systems.

Course Times

Day 1: 8:00 am – 5:30 pm
 Day 2: 8:00 am – 5:30 pm
 Day 3: 8:00 am – 5:30 pm

2009 Course Schedule

Dallas, TX	March 17-19
SPSU-CQE/Marietta, GA	June 16-18
Honolulu, HI	July 14-16
Miami, FL	October 13-15
SPSU-CQE/Marietta, GA	December 1-3

The first day of the class will also be attended by students taking the "Understanding ISO 22000:2005" course.

Understanding ISO 22000:2005



Course Fee
\$595 • 1 Day

Learning Objectives

- Understand the basic concepts of ISO 22000:2005
- Appreciate the benefits of implementing ISO 22000:2005 and food safety management systems
- Recognize the key requirements of ISO 22000:2005
- Understand how ISO 22000:2005 corresponds to the requirements of HACCP
- Understand the basic steps an organization needs to take to implement ISO 22000:2005
- Recognize the ability to integrate ISO 22000:2005 with other management systems

Who Should Attend

- Managers planning the implementation of ISO 22000:2005
- Anyone who may be involved in either the support or actual implementation of a food safety management system or HACCP-based system
- Senior management investigating the benefits of ISO 22000:2005
- Managers or other personnel new to their roles where operating a food safety management system is required
- Food safety auditors and consultants

Prerequisite

This is an introductory course designed for individuals with little or no previous knowledge of ISO 22000:2005.

Course Times

Day 1: 8:00 am – 5:30 pm

2009 Course Schedule

Dallas, TX	March 17
SPSU-CQE/Marietta, GA	June 16
Honolulu, HI	July 14
Miami, FL	October 13
SPSU-CQE/Marietta, GA	December 1

Advanced Hazard Analysis Critical Control Point (HACCP)



Course Fee
\$1,095 • 3 Days

Learning Objectives

- Understand the basic concepts of HACCP
- Apply the 7 principles of HACCP
- Understand how HACCP is integrated into formal management systems for the food industry
- Review Good Manufacturing Practices
- Identify and control hazards
- Recognize and discuss the principles of HACCP
- Implement a HACCP plan
- Maintain a HACCP plan
- Recognize regulatory issues impacting the implementation of HACCP systems
- Establish a working HACCP plan

Who Should Attend

- Anyone who may be involved in the support or implementation of HACCP or a HACCP-based food safety or quality management system
- Senior management investigating the benefits of HACCP
- Managers or other personnel new to their roles where operating HACCP is required
- Food safety auditors and consultants

Prerequisite

This is an introductory course designed for individuals with little or no previous knowledge of HACCP. Some knowledge of food safety would be beneficial.

Course Times

Day 1: 8:00 am – 5:30 pm

Day 2: 8:00 am – 5:30 pm

Day 3: 8:00 am – 5:30 pm

2009 Course Schedule

Reston, VA	April 6-8
Reston, VA	August 4-6
SPSU-CQE/Marietta, GA	August 12-14

This course is accredited by the International HACCP Alliance.

Understanding Hazard Analysis Critical Control Point (HACCP)



Course Fee
\$595 • 1 Day

Learning Objectives

- Understand the basic concepts of HACCP
- Apply the seven principles of HACCP
- Understand how HACCP relates to US regulations for food safety
- Understand how HACCP is integrated into formal management systems for the food industry

Who Should Attend

- Senior management investigating the benefits of HACCP
- Managers or other personnel new to their roles where operating HACCP is required
- Food safety auditors and consultants

Prerequisite

This is an introductory course designed for individuals with little or no previous knowledge of HACCP.

It is recommended students take this course before other Food Safety courses offered by BSI.

Course Times

Day 1: 8:00 am – 5:30 pm

2009 Course Schedule

Dallas, TX	March 16
Reston, VA	June 3
SPSU-CQE/Marietta, GA	August 11



HEALTH & SAFETY - OHSAS 18001:2007

OHSMS/OHSAS 18001:2007 Lead Auditor



Course Fee
\$1,795 • 5 Days

This course is certified by the RABQSA. Students successfully completing this course (by passing the continual evaluation and the written examination) fulfill RABQSA training requirements for RABQSA OHSMS Auditor and OHSMS Lead Auditor certification.

Learning Objectives

- Gain an introduction to auditing to OHSAS 18001:2007
- Understand principles of national/international legislation
- Recognize the risk assessment principles and approach
- Practice policy development
- Understand the checking and corrective action processes

- Recognize the value of the management review
- Understand on-site verification – approach and techniques
- Measure the efficiency and effectiveness of a process
- Identify and record nonconformances

Who Should Attend

- Third party auditors
- Internal auditors
- Environmental and quality managers interested in implementing OH&S management systems

Prerequisite

Participants should have a working knowledge of occupational health and safety management systems, environmental management systems, ISO 14001:2004, or OHSAS 18001:2007.

Course Times

- Day 1: 8:00 am – 7:00 pm
- Day 2: 8:00 am – 7:00 pm
- Day 3: 8:00 am – 7:00 pm
- Day 4: 8:00 am – 7:00 pm
- Day 5: 8:00 am – 12:30 pm

2009 Course Schedule

Las Vegas, NV	January 12-16
Reston, VA	March 2-6
Pittsburgh, PA	May 18-22
Houston, TX	July 6-10
Reston, VA	August 31-September 4

Attendees should note that the course does require evening work. Day 5 includes a 2 hour exam.

OHSAS 18001:2007 Internal Auditor



Course Fee
\$959 • 2 Days

Learning Objectives

- Understand occupational health and safety management systems
- Gain an introduction to auditing to OHSAS 18001:2007
- Practice audit planning and approach
- Identify and record nonconformances
- Outline the responsibilities of the auditor

Who Should Attend

- Internal auditors
- Consultants
- Environmental and quality managers interested in implementing OH&S management systems

Prerequisite

Participants should have a working knowledge of occupational health and safety management systems, environmental management systems, ISO 14001:2004, or OHSAS 18001:2007.

Course Times

- Day 1: 8:00 am – 5:30 pm
- Day 2: 8:00 am – 5:30 pm

2009 Course Schedule

Dallas, TX	February 4-5
Dallas, TX	April 23-24
Pittsburgh, PA	October 22-23

Implementing OHSAS 18001:2007



Course Fee

\$959 • 2 Days

Learning Objectives

- Understand occupational health and safety management definitions, concepts, and guidelines
- Understand the requirements of the OHSAS 18001:2007 standard
- Recognize the risk assessment principles and approach
- Understand OH&S legislation
- Identify hazards and risks
- Identify and plan for required resources to implement an OHSMS

- Understand the implementation stages
- Understand required documentation and records
- Learn best practice implementation techniques

Who Should Attend

- Health and safety managers
- Internal auditors
- Consultants
- Environmental and quality managers interested in implementing OH&S management systems

Prerequisite

Participants should have a basic understanding of OHSAS 18001:2007, ISO 14001:2004, or occupational health and safety management systems.

Course Times

Day 1: 8:00 am – 5:30 pm

Day 2: 8:00 am – 5:30 pm

2009 Course Schedule

Dallas, TX

Dallas, TX

Pittsburgh, PA

February 2-3

April 21-22

October 20-21

Understanding OHSAS 18001:2007



Course Fee

\$595 • 1 Day

Learning Objectives

- Understand the basic concepts of OHSAS 18001:2007
- Understand the terminology of OH&S management systems
- Explore the intent and interpretation of the individual clauses of OHSAS 18001:2007
- Gain a basic understanding of how an OH&S management system can be integrated into Existing environmental management systems

- Understand the registration process for OHSAS 18001:2007

Who Should Attend

- Health and safety managers
- Management
- Consultants
- Environmental or quality managers interested in implementing an OHSMS
- Individuals recently tasked with implementing an OHSMS

Prerequisite

There are no prerequisites for this course.

Course Times

Day 1: 8:00 am – 5:30 pm

2009 Course Schedule

Dallas, TX

Pittsburgh, PA

April 20

October 19

STANDARDS AND PUBLICATIONS

ISO 9000:2000 The Route to Registration

The complete guide to implementation, registration and profitability of your quality management system - \$75

ISO 9000:2000 Standards

ISO 9000:2005 - \$90

ISO 9001:2008 - \$100

ISO 9001:2000 - \$95

ISO 9004:2000 - \$140

ISO 9000 Series (9000, 9001, 9004) - \$220

ISO 19011:2002 - \$150

Integrated Standard

PAS 99:2006 - \$80

Environmental Standards

ISO 14001:2004 - \$140

ISO 14004:2004 - \$150

Automotive Standard

ISO/TS 16949:2002 - \$160

IT Service Standards

ISO/IEC 20000-1:2005 - \$140

ISO/IEC 20000-2:2005 - \$150

Information Security Standards

ISO/IEC 27001:2005 \$130

ISO/IEC 27002:2005 \$175

ISO/IEC 27001:2005 AND

ISO/IEC 27002:2005 \$280

Business Continuity

BS 25999-1:2006 \$132

BS 25999-2:2007 \$152

BS 25999-1 and BS 25999-2 \$279

Occupational Health and Safety Standards

OHSAS 18001:2007 \$90

OHSAS 18002 - \$75

BS 8800:2004 - \$185

Medical Devices Standards

ISO 13485:2003 - \$190

PD CEN ISO/TR 14969:2005 - \$185

ISO 14971:2007 - \$185

ISO 14971:2007 Comparison Matrix \$50

Medical Devices Regulations Matrix - \$50

Food Safety Standards

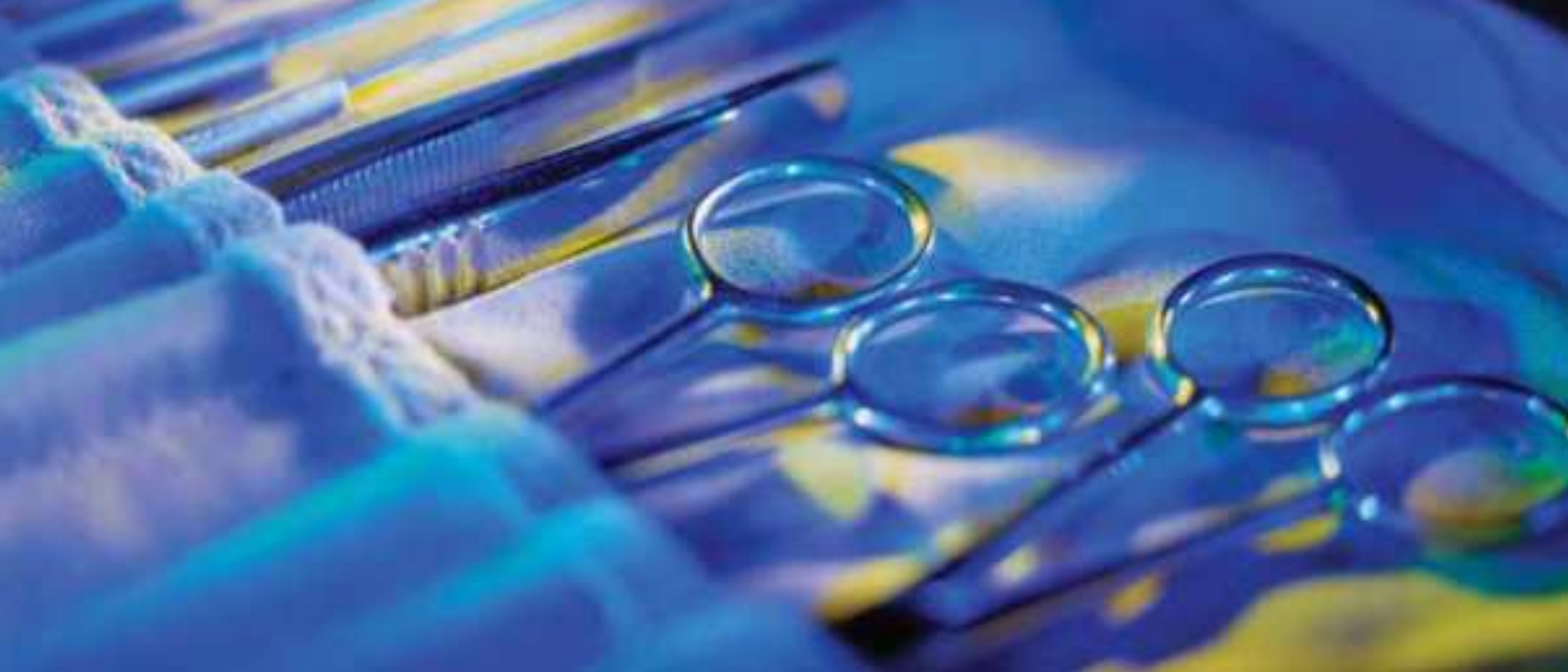
ISO 22000:2005 - \$170

ISO/TS 22004:2005 - \$170

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MEDICAL DEVICES

ISO 9001:2008 Lead Auditor Course with Emphasis on ISO 13485:2003



Course Fee
\$2,095 • 5 Days

This course is certified by RABQSA. Students successfully completing this course (by passing the continual evaluation and the written examination) fulfill the RABQSA training requirements for QMS Auditor and QMS Lead Auditor certification.

Learning Objectives

- Understand quality management definitions, concepts, and guidelines
- Understand the quality management principles
- Interpret all clauses of ISO 13485:2003
- Apply principles of PD CEN ISO/TR 14969:2005 and ISO 14971:2007
- Apply principles of ISO 19011:2002 to the auditing process
- Manage an audit program

- Prepare audit conclusions
- Conduct an audit follow-up

Who Should Attend

- Management Representatives
- Auditors of Medical Device Manufacturing Firms (internal and external)

Prerequisite

A pre-course assignment must be completed before the first day of the course. A prior review of the ISO 13485:2003 standard and internal audit experience are strongly recommended for this course.

Course Times

- Day 1: 8:00 am – 7:00 pm
- Day 2: 8:00 am – 7:00 pm
- Day 3: 8:00 am – 7:00 pm
- Day 4: 8:00 am – 7:00 pm
- Day 5: 8:00 am – 12:15 pm

2009 Course Schedule

San Diego, CA	January 26-30
San Jose, CA	February 2-6
Minneapolis, MN	March 30 - April 3
San Jose, CA	April 13-17
Minneapolis, MN	May 18-22
SPSU-CQE/Marietta, GA	June 1-5
Milwaukee, WI	June 22-26
Orlando, FL	July 6-10
San Diego, CA	August 3-7
Minneapolis, MN	September 14-18
San Jose, CA	September 21-25
Boston, MA	October 19-23
SPSU-CQE/Marietta, GA	November 16-20
San Jose, CA	December 7-11

ISO 13485:2003 Internal Quality Systems Auditor



Course Fee
\$1,195 • 3 Days

Learning Objectives

- Interpret all clauses of ISO 13485:2003
- Apply principles of PD CEN ISO/TR 14969:2005 and ISO 14971:2007
- Apply principles of ISO 19011:2002 to the auditing process
- Plan, conduct, and report effective internal audits to ISO 13485:2003

Who Should Attend

- Regulatory Affairs managers
- Auditors of medical device manufacturing firms (internal and external)
- Cross functional team members implementing the standard

Prerequisite

Participants should have a working knowledge of quality management systems, ISO 9001:2008, or ISO 13485:2003.

Course Times

- Day 1: 8:00 am – 5:30 pm
- Day 2: 8:00 am – 5:30 pm
- Day 3: 8:00 am – 5:30 pm

2009 Course Schedule

Tampa, FL	January 6-8
San Jose, CA	February 9-11
SPSU-CQE/Marietta, GA	March 2-4
Chicago, IL	April 6-8
San Jose, CA	May 19-21
Boston, MA	June 16-18
Minneapolis, MN	July 13-15
San Diego, CA	September 22-24
SPSU-CQE/Marietta, GA	October 26-28
Minneapolis, MN	November 3-5
Warsaw, IN	December 9-11
San Diego, CA	December 15-17

The first day of the class will also be attended by students taking the "Understanding ISO 13485:2003" course.

Implementing ISO 13485:2003



Course Fee
\$995 • 2 Days

Learning Objectives

- Understand quality management definitions, concepts, and guidelines
- Understand the process approach
- Interpret all clauses of ISO 13485:2003
- Understand the role of management in ISO 13485:2003 implementation
- Understand the proper use of PD CEN ISO/TR 14969:2005

- Learn best practice processes to implement each clause of ISO 13485:2003
- Prepare for an audit

Who Should Attend

- Anyone involved in defining, planning, or implementing an ISO 13485:2003-based quality management system
- Management representatives
- Implementation team members

Prerequisite

Basic knowledge of medical devices, ISO 9001:2000, or ISO 13485:2003 would be beneficial.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm

2009 Course Schedule

SPSU-CQE/Marietta, GA	March 5-6
Minneapolis, MN	June 29-30
Minneapolis, MN	August 24-25
SPSU-CQE/Marietta, GA	October 29-30

Understanding ISO 13485:2003



Course Fee
\$595 • 1 Day

Learning Objectives

- Interpret all clauses of ISO 13485:2003
- Understand the role of management in ISO 13485:2003 implementation
- Understand the proper use of PD CEN ISO/TR 14969:2005
- Understand the linkage between ISO 13485:2003 and GMPs

Who Should Attend

- Quality managers
- Regulatory Affairs managers
- Cross functional team members implementing the standard

Prerequisite

Participants should have a basic knowledge of quality management systems, ISO 9001:2008, or ISO 13485:2003.

Course Times

Day 1: 8:00 am – 5:30 pm

2009 Course Schedule

Tampa, FL	January 6
San Jose, CA	February 9
SPSU-CQE/Marietta, GA	March 2
Chicago, IL	April 6
San Jose, CA	May 19
Boston, MA	June 16
Minneapolis, MN	July 13
Minneapolis, MN	August 26
San Diego, CA	September 22
SPSU-CQE/Marietta, GA	October 26
Minneapolis, MN	November 3
Warsaw, IN	December 9
San Diego, CA	December 15

Understanding ISO 14971:2007



Course Fee
\$595 • 1 Day

Learning Objectives

- Understand the role of risk management in the medical device industry
- Interpret the clauses of ISO 14971:2007
- Recognize the application of ISO 14971:2007 to ISO 13485:2003
- Understand the importance of management involvement with ISO 14971:2007 implementation

Who Should Attend

- Quality managers or implementers within an organization seeking or maintaining registration to ISO 13485:2003
- Decision makers on management system strategy
- Internal Auditors

Prerequisite

Participants should have experience with or basic knowledge of quality management systems for the medical device industry. A basic awareness of medical devices, quality assurance, and

recognized standards (ISO 9000:2008 / ISO 13485:2003) are also recommended.

Course Times

Day 1: 8:00 am – 5:00 pm

2009 Course Schedule

Warsaw, IN	February 9
Minneapolis, MN	July 1
San Diego, CA	December 14

Understanding the Japanese Medical Device Market and Pharmaceutical Affairs Law (PAL)



Course Fee
\$595 • 1 Day

Learning Objectives

- Gain an introduction to and an understanding of the Japanese regulatory system for medical devices
- Understand accreditation requirements for foreign manufacturers
- Recognize the requirements for licensing in Japan
- Understand the Japanese product certification requirements

- Understand the basics quality management systems requirements for medical device manufacturers exporting to Japan
- Preparing for a PAL audit by a certification body

Who Should Attend

- Organizations who currently export medical devices to Japan
- Organizations who wish to expand into the Japanese market
- Quality managers in the medical device industry
- Internal auditors

Prerequisite

Students should have a basic understanding of medical device manufacturing and quality management systems based on ISO 13485:2003 before taking this course.

Course Times

Day 1: 8:00 am – 5:00 pm

2009 Course Schedule

San Diego, CA	February 20
Minneapolis, MN	June 11
Boston, MA	July 1
Seattle, WA	July 24

Overview of ISO 13485:2003, the CMDRs, the MDD, and JPAL



Course Fee
\$995 • 2 Days

Learning Objectives

- Understand the intent and requirements of ISO 13485:2003
- Gain an overview of the Canadian medical devices regulations
- Gain an overview of the European medical device directives
- Gain an overview of the Japanese Pharmaceutical Affairs Law
- Recognize the relationship between ISO 13485:2003, the CMDRs, the MDD, and JPAL
- Understand the differences between ISO 13485:2003, the CMDRs, the MDD, and JPAL

- Summarize the process to achieve ISO 13485:2003 registration
- Summarize the process to achieve CE Marking for the European market
- Summarize the process to import medical devices into Japan

Who Should Attend

- Decision makers on quality management system strategy at medical device manufacturing organizations
- Quality personnel in organizations interested in entering foreign markets
- Management team members of medical device manufacturers
- Quality managers in the medical device industry
- Internal and external auditors of medical device manufacturing firms

Prerequisite

General awareness of ISO 13485:2003 and experience in a medical device manufacturing environment is recommended.

Course Times

Day 1: 8:00 am – 5:00 pm
Day 2: 8:00 am – 5:00 pm

2009 Course Schedule

Reston, VA	April 27-28
Boston, MA	June 29-30
Minneapolis, MN	September 21-22
San Diego, CA	October 19-20

Medical Devices CE Marking



Course Fee
\$1,195 • 3 Days

Learning Objectives

- Understand EU classification of medical devices
- Establish an understanding of the European CE Marking approach
- Identify quality assurance requirements for medical devices sold to Europe
- Recognize the role of standards, essential requirements, and labeling
- Value post market surveillance and vigilance
- Coming changes to the MDD

Who Should Attend

- Regulatory and quality staff responsible for preparing or hosting CE Marking audits
- Organizations new to the EU market with medical devices
- Personnel performing design and risk analysis for devices under development

Prerequisite

A basic awareness of medical devices, quality assurance, and recognized standards (ISO 9001:2008 / ISO 13485:2003) are recommended.

Course Times

Day 1: 8:00 am – 5:00 pm
Day 2: 8:00 am – 5:00 pm
Day 3: 8:00 am – 5:00 pm

2009 Course Schedule

San Diego, CA	February 17-19
Reston, VA	April 29-May 1
Minneapolis, MN	June 8-10
Seattle, WA	July 21-23
Minneapolis, MN	September 23-25
San Diego, CA	October 21-23

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ISO 14001:2004 Environmental Management Systems Lead Auditor



Course Fee
\$1,895 • 5 Days

*This course is certified by RABQSA. Students successfully completing this course (by passing the continual evaluation and the written examination) fulfill the RABQSA training requirements for RABQSA EMS Auditor and EMS Lead Auditor certification. **Long hours and evening work are to be expected.***

Learning Objectives

- Understand environmental management definitions, concepts, and guidelines
- Understand the purpose of the ISO 14000 series
- Understand the requirements of the ISO 14001:2004 standard
- Manage an audit program
- Initiate the audit and conduct opening meetings

- Generate audit findings
- Reporting audit results
- Conduct an audit follow-up
- Understand the registration process

Who Should Attend

- Individuals interested in conducting first-party, second-party, and third-party audits
- Environmental Management Representatives
- Quality Directors
- Regulatory Affairs Managers
- Health, Safety, and Environmental Managers

Prerequisite

There is a pre-course questionnaire to be completed and signed before the first day of the course. A prior review of the ISO 14001:2004 standard and internal audit experience are strongly recommended for this course.

Course Times

Day 1: 8:00 am – 7:00 pm
Day 2: 8:00 am – 7:00 pm
Day 3: 8:00 am – 7:00 pm
Day 4: 8:00 am – 7:00 pm
Day 5: 8:00 am – 12:30 pm

2009 Course Schedule

Reston, VA	January 26-30
Dallas, TX	February 23-27
Reston, VA	March 23-27
San Diego, CA	April 13-17
SPSU-CQE/Marietta, GA	May 4-8
Chicago, IL	May 11-15
Reston, VA	June 22-26
San Jose, CA	July 20-24
Chicago, IL	August 17-21
Reston, VA	September 14-18
Las Vegas, NV	November 9-13
SPSU-CQE/Marietta, GA	December 7-11

ISO 14001:2004 Environmental Management Systems Internal Auditor



Course Fee
\$1,095 • 2 Days

Learning Objectives

- Understand environmental management definitions, concepts, and guidelines
- Understand the purpose of the ISO 14000 series
- Understand the requirements of the ISO 14001:2004 standard
- Understand the process approach
- Communicate effectively during the audit

Who Should Attend

- Environmental Management Representatives
- Auditors from other disciplines
- Quality Directors
- Health, Safety, and Environmental Managers

Prerequisite

Students should have a basic knowledge of Environmental Management Systems or ISO 14001:2004.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm

2009 Course Schedule

Reston, VA	January 13-14
Reston, VA	April 8-9
SPSU-CQE/Marietta, GA	April 29-30
Reston, VA	July 9-10
SPSU-CQE/Marietta, GA	October 7-8
Dallas, TX	October 29-30
San Jose, CA	December 9-10

Implementing ISO 14001:2004



Course Fee
\$959 • 2 Days

Learning Objectives

- Understand environmental management definitions, concepts, and guidelines
- Understand the requirements of the ISO 14001:2004 standard
- Identify aspects and impacts
- Write an effective environmental policy
- Identify and plan for required resources to implement an EMS
- Understand the four implementation stages

Who Should Attend

- Managers responsible for environment or health and safety management
- Anyone tasked with developing and implementing an EMS relevant to their organization

Prerequisite

Familiarity with ISO 14001:2004 or environmental management systems would be beneficial.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm

2009 Course Schedule

Reston, VA	April 6-7
SPSU-CQE/Marietta, GA	April 27-28
Reston, VA	July 7-8
SPSU-CQE/Marietta, GA	October 5-6
Dallas, TX	October 27-28
San Jose, CA	December 7-8

RC14001:2008® Internal Auditor



Course Fee
\$995 • 2 Days

Learning Objectives

- Enhance knowledge of RC14001® Technical Specification
- Understand ISO 19011:2002 definitions, concepts, and guidelines
- Demonstrate techniques for planning, executing, reporting, and following-up of audits
- Improve audit skills and knowledge of auditing principles

- Provide participants with sufficient training that will permit them to function immediately as members of the organizations Management Systems audit team

Who Should Attend

- Individuals who will manage or conduct internal audits to RC14001® Technical Specification
- Health, safety, and environmental managers
- Cross functional team members of implementation projects

Prerequisite

There are no formal prerequisites for this course, although it is recommended that students have a basic knowledge of environmental management systems and RC14001®.

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm

2009 Course Schedule

Columbus, OH	March 24-25
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MANAGEMENT AND LEADERSHIP

Leadership



Course Fee
\$1,295 • 3 Days

Learning Objectives

- Learn the ins and outs of developing teams and self-directed work units
- Discover systematic approaches to improving performance
- Explore interpersonal effectiveness techniques for leaders
- Understand the importance of coaching and mentoring

- Learn how to assess leadership strengths and weaknesses
- Explore ways to create a high-performance work environment
- Learn how to set and communicate performance goals and expectations.
- Master creating a plan of action

Who Should Attend

- Organizational leaders from supervisors to senior management who want to improve their interactions, team performance, moral, and loyalty.

Prerequisite

None

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm
Day 3: 8:00 am – 5:30 pm

2009 Course Schedule

Reston, VA May 27-29
Reston, VA August 4-6

Organizational Development



Course Fee
\$1,295 • 3 Days

Learning Objectives

- Learn the underpinnings of Organizational Development (OD) and its interdependency with change, leadership, and change management
- Examine Organizational Development diagnosis and intervention methods;
- Gain a comprehensive understanding of performance management
- Learn how to research OD needs of an organization

- Discover the keys to hiring and retaining quality staff
- Learn how to assess OD strengths and weaknesses and produce a plan of action
- Explore the basics of designing effective organizational interventions
- Discover ways to institute the values of worthwhile work, goal achievement, and motivating others

Who Should Attend

- Managers with profit and loss responsibility or those individuals pursuing a career path that involves team and or organization development.

Prerequisite

None

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm
Day 3: 8:00 am – 5:30 pm

2009 Course Schedule

Reston, VA June 29-July 1

Managing Supply Chains for Competitive Advantage



Course Fee
\$1,295 • 3 Days

Learning Objectives

- Understand the broad responsibilities of a manager and the interdependencies of the various departments within an organization
- Understand, leverage, and deliver the unique value of their company's distribution services to meet customers' business needs
- Improve motivation by addressing individual and organizational behavior issues that affect supply chain performance

- Improve asset management by using tools and technology to ensure accurate inventory management, adequate inventory investment, and effective logistical distribution
- Improve profitability through improved sales team management and financial controls

Who Should Attend

- Professionals responsible for supply chain process, negotiation, and efficiency.

Prerequisite
None

Course Times

Day 1: 8:00 am – 5:30 pm
Day 2: 8:00 am – 5:30 pm
Day 3: 8:00 am – 5:30 pm

2009 Course Schedule

Reston, VA June 15-17

Supply Chain Risk Assessment and Mitigation



Course Fee
\$595 • 1 Day

Learning Objectives

- Effectively develop a global risk assessment and audit framework
- Measure risk, monitor for risk factors
- Protect their business through the development of effective supply chain risk mitigation strategies and processes

Who Should Attend

- Global Supply Chain Managers interested in protecting company image and brand identity.

Prerequisite

Students are advised, but not required, to attend the Managing Supply Chains for Competitive Advantage course run immediately prior to this course as several key concepts will be introduced and discussed in preparation for the assessment and mitigation portions of the course.

Course Times

Day 1: 8:00 am – 5:30 pm

2009 Course Schedule

Reston, VA June 18

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