

DELIVERING BUSINESS EXCELLENCE

Improved business performance is a daily challenge, and your business processes and internal systems play a key role. Training your staff in **effective process management** and continuous improvement can deliver tangible business benefits.



AFAQ-ETA (a brand of the worldwide AFNOR Groupe) is an **international training organisation**, offering quality, environmental and general management system development, process improvement and auditing.

AFAQ-ETA programmes are **practical, hands-on courses**, using concrete examples and case studies to develop staff skills. Our instructors have led successful training in both small and large companies in the public and private sector. They are accredited lead auditors, with **wide international experience** in developing and delivering training courses. Our customers include many international companies such as General Electric and SmithKline Beecham.

FLEXIBLE FORMATS

Our programmes are available in three formats:

- **In-house training**
Programmes on your premises for cost-effective staff training
- **Open courses – through our licensees**
Participants from different organisations benefit first-hand from sharing information and experience on how to apply what they have learned in different working environments
- **Bespoke programmes**
We can work together with you to design a programme specially tailored to your needs, incorporating company-specific content.

QUALITY MANAGEMENT PROGRAMMES

The worldwide adoption of the ISO 9000 series of quality standards has created the need for trained quality professionals to evaluate both internal systems and suppliers.

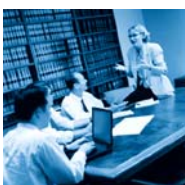
THE QUALITY MANAGEMENT SYSTEMS AUDITOR/LEAD AUDITOR TRAINING COURSE (IRCA APPROVED)

Delegates gain the knowledge, skills and confidence to audit their company's quality system as well as that of their suppliers. It can also be used to improve general knowledge of quality assurance or audit techniques.

This course is a key requirement in becoming a Registered Auditor or Lead Auditor under the internationally recognised IRCA scheme.



QUALITY INTERNAL AUDITOR COURSE



Internal audits can contribute significantly to maintaining the effectiveness of a quality system and lead to improved performance.

A well-established internal audit programme will highlight problems and enable them to be detected before they are found by an external auditor.

ENVIRONMENTAL MANAGEMENT PROGRAMMES

FOUNDATION COURSE IN ENVIRONMENTAL AUDITING (IEMA APPROVED)

Compliance with environmental legislation is a key concern for many organisations. Auditor training in environmental management systems enables course participants to develop and implement a policy for their company. It can also be used to develop understanding of environmental management applied to modern business.

Delegates will receive an internationally recognised qualification that may be used as evidence of training when applying to the IEMA for registration as an auditor.



INTEGRATED MANAGEMENT SYSTEMS

INTEGRATED MANAGEMENT SYSTEMS AWARENESS



Better awareness motivates staff and increases commitment. An integrated approach will enhance efficiency, by minimising duplication, aligning objectives and reducing costs.

Participants will gain the knowledge and skills to participate in quality, safety and environmental assessments and performance improvement.

GENERAL MANAGEMENT PROGRAMMES

FLOWCHART DEPLOYMENT AND MANAGEMENT SYSTEM DOCUMENTATION



Benefits derived from implementing a quality system are directly linked to how well the system and its procedures have been defined. This course is essential for anyone who is directly involved in developing documented procedures for their organisation.

5S WORKPLACE ORGANISATION

Explains the principles of the 5S concept and the role it plays in improving organisational performance.

Ideally all staff from a working group should attend the same session.



THE OCCUPATIONAL HEALTH AND SAFETY (OH&S) MANAGEMENT SYSTEMS AUDITOR CONVERSION TRAINING COURSE (IRCA APPROVED)

This new course is for trained and professional auditors, who wish to extend their auditor scope to cover OHS management systems. To be effective and to bring real benefits to organisations the auditor needs a clear understanding of OHSAS 18001:2007 requirements and a good audit process. The course will deliver these aims.

The course is also beneficial to delegates who wish to extend their knowledge of quality and EMS auditing into occupational health and safety and is equally suitable for services and manufacturing organisations.



MODULAR APPROACH

All of these modules stand alone, but can be combined to reap the full benefits; e.g. the Flowchart Deployment or 5S courses will greatly enhance auditor training, and combined quality and environmental programmes provide a thorough grounding in management systems.

WHO SHOULD ATTEND THESE COURSES?

Those who:

- manage a quality / environmental programme
- manage an internal audit or a third party audit where applicable
- perform second party audits of suppliers
- Managers who need to understand management systems
- Managers who co-ordinate the development of their company's management systems
- Management systems specialists who need to acquire effective audit skills

COURSE OBJECTIVES

You will be able to:

- understand the basic principles and the need for effective management systems
- design and implement a quality / environmental system
- implement a corrective action programme aimed at business improvement
- conduct effective 1st, 2nd or 3rd party quality or environmental audits

MORE INFORMATION / REGISTRATION



More detailed brochures on all of these courses can be downloaded from our website, or can be obtained from us using the details below.

To discuss your training needs or request a quotation, please contact Bill Fenton using the details on the next page.

AFAQ-ETA OPEN LEARNING COURSES FOR THE POWER SECTOR

In addition to the auditor training courses, AFAQ-ETA also offer quality and cost effective specialist open learning courses to the global electricity industry. Originally part of the National Training Organisation for the UK power sector, AFAQ-ETA has a range of important open learning programmes covering power system protection, operator training for all types of power stations, safe working, environmental awareness and ISO 14001, and a general induction course. The courses are tutored by outstanding experts in their fields.



AFAQ-ETA can through its contact training partners offer a full solution to the training and development of power industry staff. In addition expertise exists in the fields of skills surveys, organising benchmarking clubs and providing up to date training information. See our website or contact Tyla Davis for more details.



A brand of the
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