Developing People. Strengthening Businesses.

Training, Consulting, HR Services, Information

TÜVRheinland®
Precisely Right.

In search for excellence.

Professional training by TÜV Rheinland.

Contents.

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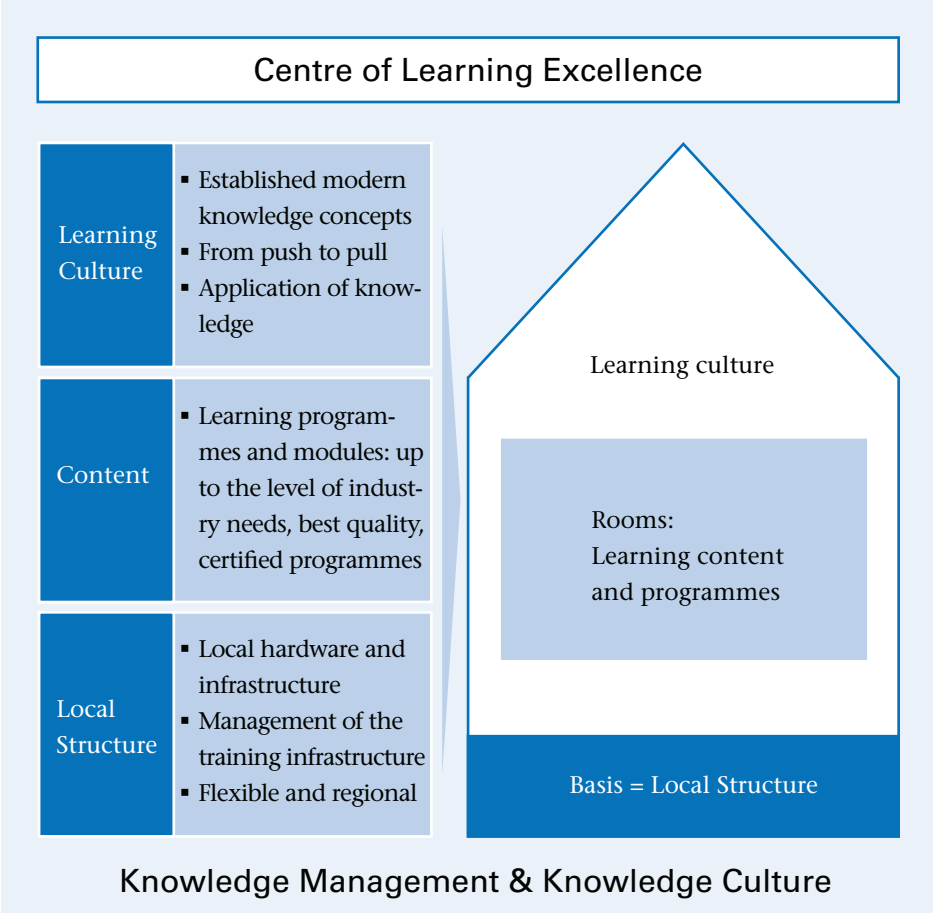
TÜV Rheinland Akademie.
The learning experts.

TÜV Rheinland Akademie provides guidance and clear orientation to enterprises, public authorities, private institutions and individuals faced with the challenge of realising modern educational structures and introducing new learning programmes in order to improve the employability of their employees and citizens.

It is our mission to provide capacity building and human resources development services world-wide, and in this way to contribute to economic, social and environmental development.

Looking back on more than 40 years of services we are one of the largest and most reputable provider of private and lifelong learning solutions in Germany.

In numerous countries we do operate our own learning centres or develop solutions for local partners and international donors. You can find our solutions in China, Vietnam and Malaysia, as well as in Egypt and Morocco, to name just a few out of a long list.



Our locations: on your doorstep, all over the world.

The divisions of TÜV Rheinland.

The whole is much more than the sum of its parts.

As part of the TÜV Rheinland Group, a global service provider, our solutions reflect an intimate understanding of the needs of different industries, trade and commerce and the needs of clients around the globe.

This expertise has been accumulated over a history of more than 130 years and is now embodied in a group of companies:

- with more than 14000 employees
- at more than 460 locations
- on five continents
- in more than 60 countries

Our services in Training & Consulting.

Empowering people. Strengthening businesses. The essence of our services.

Professional training

- Vocational training and private learning institutions
- Seminars
- Lifelong learning
- Graduate and post-graduate education

Consulting

- Research management
- Change management & organisational
- development

- Business services

HR services

- Expert service
- Temporary employment
- Executive search

Media

- Publishing
- Printing
- Mail order

Certification

- Personnel certification

Some examples of our training activities.

Professional Training

- Civil, Electrical and Mechanical Engineering
- Energy Conservation and Protection
- Technical Standards
- Quality Management and Operational Excellence
- Environmental Management and Protection
- Occupational Health and Safety
- Food Safety
- Corporate Social Responsibility
- Traffic, Logistics and Supply Chain
- Information Technology
- Health Care
- Inspection and Testing
- HR and Management Skills
- Commercial et al

Vocational Education

- Metal
- Energy and Renewable Energies
- Automotive
- Electrical
- Chemical
- Wood
- Automatisation
- CNC
- Mechatronics
- Construction
- Process Technologies
- Welding et al

Section I

Quality Management and Management Systems. For Example

- Quality Representative
- Quality Manager
- Quality Auditor
- Quality Management in Hospitals
- IRCA QMS Auditor / Lead Auditor (A 17217)
- IRCA EMS Auditor / Lead Auditor – Environmental Management (A 17275)
- IRCA OH&S Auditor / Lead Auditor (A 17352)
- IRCA ISMS Auditor / Lead Auditor (A 17447)
- IRCA FSMS Auditor / Lead Auditor (A 17419)
- Tools for Problem Solving and Quality Improvement
- Six Sigma (Green Belt and Black Belt)
- Total Quality Management (TQM)
- Risk Management

Section II

Section III

Section IV

Section V

Quality Representative.

Quality Management systems are developing like the requirements and challenges for you as a manager or professional in the QM department. By taking part in this course you will gain a basic understanding of the management system requirements under DIN EN ISO 9001 and learn the key points for implementing internal audits and improvement measures.

Benefit

After the course, you will be able to describe the processes and ensure process reliability in your company and motivate your colleagues to take action to focus on quality within your organisation.

Our accredited training programme for Quality Representatives and Quality Managers offers you 16 days of intensive Quality Management training with two internationally recognised certificates.

The certificates demonstrate a combination of theoretical knowledge and practical experience
The courses and training material are updated on an ongoing basis
The training courses are logically structured.

Content

Module 1

- Establishing a QM system
  - Quality Manual
  - Working Procedure
  - Quality Records
  - Document Control
- Quality management principles
- DIN EN ISO 9000 et seq
- Concept of processes in quality management

Module 2

- Auditing and certification
- Fundamentals of communication and motivation
- Creativity techniques
- Presentation/facilitation
- Fundamentals of auditing and certification

- First Party Audit: Internal Quality Audit
- Second Party Audit: Supplier Audit
- Third Party Audit: Certification
- Product Audit, Process Audit, System Audit

Target group

Employees from the industrial, commercial and service sectors who are involved in establishing quality management systems and employees that assume quality management responsibilities within their companies

Methodology

Lecture, case studies, group work, role playing, experience reports, discussion

Certification

TÜV Rheinland PersCert

Course duration

5 days

Quality Manager.

Benefit

You will learn how to develop a company-specific quality strategy and how to manage quality processes and projects in your company.

You will learn how to revitalise your management system and how to manage the continuous improvement process.

We use practical examples to demonstrate how to further develop your management system or integrate TQM oriented models.

After the course, you will be able to establish an up-to-date quality management system in your organisation and integrate it with other management tools.

Content

Module 1
- Quality and management
- Management processes
- Organisation of quality techniques
- Social aspects
- Managing resources
- Process management
- Legislation and systems of rules and regulations

Module 2
- Quality techniques
- Evaluating processes and products
- Improvement processes and controlling error
- Quality in logistics
- Statistical methods and evaluation procedures

Target group

Company employees who have been successfully qualified as „Quality Representative (TÜV)“ and are responsible for the further development and improvement of business processes

Prerequisites for attendance

Successful participation in the Quality Representative (TÜV) course or comparable qualification from an accredited training institution

Methodology

Lecture, case studies, group work, experience reports, discussion

Certification

TÜV Rheinland PersCert

Course duration

5 days

Quality Auditor.

Benefit

You will learn how to plan and carry out internal and external audits and we will show you how to align an existing management system with normative requirements.

After the course, you will be able to use conversation techniques to bring difficult situations that arise during an audit to a successful conclusion.

You will be able to assess reports on audit results and present them professionally.

After participating in this course, you will be able to carry out internal and external audits and determine whether the management system meets the requirements of DIN EN ISO 9001.

Content

Normative audit fundamentals
- DIN EN ISO 9001, VDA (Association of the German Automotive Industry) 6.1, QS 9000, ISO/TS 16949, 14000 et seq.
- Guidelines for auditing quality and/or environmental management systems - DIN EN ISO 19011

Planning the audit
- Goal setting/scope, responsibilities, resources, processes, continuous improvement, teamwork

Carrying out the audit
- Reason for the audit, audit plan, external audit, checklists, teamwork (process alignment with normative requirements)

Communication
- Questioning methods, audit disclosure, audit questions, active listening, communication problems

Audit results/report
- Summary, alignment with the goals of the audit, potential for improvement, approval
- Fundamentals of accreditation and certification procedures

Target group

Skilled personnel and executives responsible for planning and carrying out quality audits (internally and externally) or those who will take on this responsibility

Prerequisites for attendance

Completion of Quality Representative TÜV under DIN EN ISO 9001:2000 course or completion of a comparable course at an accredited training institution. Participating in and assisting with at least four external audits on behalf of the organisation which was audited

Methodology

Lecture, case studies, group work, practical audits

Certification

TÜV Rheinland PersCert

Course duration

5 days

Quality Management in Hospitals.

The healthcare industry is currently undergoing a comprehensive restructuring process. This process includes far-reaching modifications in relation to service quality, legal requirements, hygiene, etc. For many hospitals, establishing an internal quality management system is not only a legal requirement, but a survival strategy.

Benefit

This course will provide you with the procedural knowledge required to set up and maintain a quality management system that covers the specific requirements of hospitals.

Content

- Added value in patient/resident care
- Production factors for adding value in medical/health care areas
- Co-production in individual-related services
- Legal requirements
- Fundamentals of quality management - Norm 9000 et seq
- Processes in quality management
- Quality in structures, processes and results
- Designing and implementing a QM system
- Q models in clinics, DIN EN ISO 9000 et seq, KTQ, EFQM
- Tools for setting up internal QM systems
- Testing and measuring quality in clinics
- Auditing and certification

Target group

Employees responsible for Quality assurance and process improvement within the hospital

Methodology

Lecture, case studies, group work, role playing, experience reports, discussion

Certification

TÜV Rheinland PersCert

Course duration

5 days

IRCA QMS Auditor / Lead Auditor (A17217).

ISO 9000 Series Lead Auditor / Auditor Course (IRCA 2245).

The objective of the course as drafted by the International Register of Certified Auditors (IRCA), an international organisation, is to standardise auditor certification, accreditation, training and education.

Benefit

This course meets the requirements of the IRCA guidelines and its validity is accepted worldwide (Fiscal Code [AO] 17216, registration number A17217).

With the certificate earned in this course, you may perform services as an auditor internationally and your company will benefit from the advantages of this international accreditation. The EOQ also recognises this accreditation.

Content

- Definition of concepts
- Normative audit fundamentals
- Guidelines for auditing (DIN EN ISO 19011)
- Planning, preparing for, implementing and evaluating audits
- Communication: Questioning methods, audit disclosure, audit questions, active listening, communication problems

Target group

Experienced auditors who carry out audits for international companies or those who will be assuming these responsibilities, Qualified quality management personnel

Methodology

Modern learning methodology (accelerated learning): Exchange of expertise, case studies, group work, audits in practice

Certification

TÜV Rheinland PersCert, International IRCA Certificate

Course duration

5 days

IRCA EMS Auditor / Lead auditor (A17275).

EMS ISO 14001:2004 Series Lead Auditor Course (IRCA 2017).

The objective of the course as drafted by the International Register of Certified Auditors (IRCA), an international organisation, is to standardise auditor certification, accreditation, training and education.

Benefit

This course is essential for auditors wishing to register with IRCA and is required for employees who wish to perform second or third party audits.

After successfully completing the course, participants will be able to effectively audit a company's Environmental Management System (EMS) and report the results. They will be able to audit a company's EMS and determine whether or not it meets the requirements of the ISO 14001 standard.

The course is certified by IRCA (IRCA reference A017216). Participants who successfully complete the course assessment and written examination will meet the training requirements for certification as IRCA EMS Lead Auditor.

Our experienced trainers use modern teaching methods and accelerated learning tools. Your questions will be addressed interactively with practical information.

The course is registered with IRCA, a leading international organisation for the certification of auditors.

Content

- Environmental management systems – introduction to environmental performance improvement, EMS, environmental terminology and the ISO 14001 standard.
- Basic EMS principles
- Environmental legal regulations for relevant countries
- Prevention vs. detection – benefits of implementing ISO 14001 and an overview of the most common tools for preventing, rather than simply identifying and rectifying, environmental impact.
- Audits – purpose, planning, approaches for performing an audit and reporting the results
- Auditors – responsibilities, personal attributes and auditor selection Auditor certification scheme
- Specialised audit situations and coping with difficulties
- Accreditation and certification – review of EMS certification and accreditation

Target group

- Auditors who wish to register with IRCA
- Experienced environmental and quality management personnel working in international enterprises and organisations

Prerequisites for attendance

Prior knowledge of ISO 14001:2004 requirements is essential.
Please complete the self-learning module before taking this course.

Methodology

Modern learning methodology (accelerated learning)

Certification

TÜV Rheinland PersCert, International IRCA Certificate

Course duration

5 days

IRCA OH&S Auditor / Lead Auditor (IRCA reference A17352).

Benefit

The course is registered with IRCA, which is recognised internationally as the world's foremost body for the certification of auditors (www.irca.org).

Our experienced trainer uses modern teaching methods and accelerated learning tools. He will respond to your queries in a practical and interactive way.

Content

- Occupational Health & Safety Management Systems – an introduction and explanation of OH&S Approach and Improvement, OH&S Management Systems Vocabulary and the OHSAS 18001 standard
- Basics of OH&S Management Systems principles. Interfaces between OH&SMS, EMS and QMS
- Prevention vs. Detection – benefits of implementing OHSAS 18001 and an overview of the most commonly used tools and their applicability to prevent OH&S impacts rather than only detect and repair
- Audits – an explanation of audits, their purpose and planning, and the way to approach, perform and report an audit
- Auditors – their responsibilities, personal attributes and auditor selection. Auditor Certification Scheme.
- Special audit situations and ways to cope with difficulties
- Accreditation and certification – review of OH&S certification and accreditation

Target group

Experienced OH&S (and also Quality- / Environmental) Management personnel of internationally operating enterprises and organisations wishing to register with IRCA

Prerequisites for attendance

A prior knowledge of the requirements of OHSAS 18001:1999 is essential. It is also necessary to work through the provided e-learning module and pre-course questionnaire before commencing the training course. Experienced OH&S (and also Quality) Management personnel of internationally operating enterprises and organisations.

Methodology

Modern learning methodology (accelerated learning)

Certification

TÜV Rheinland PersCert, International IRCA Certificate

Course duration

5 days

IRCA ISMS Auditor / Lead auditor (A17447).

The ISO/IEC 27001:2005 provides all types of industry and commerce with a useful international specification for managing and improving information security within organisations. The aim of this course is to equip participants with the knowledge and skills required to perform audits of information security management systems against ISO 27001:2005 in accordance with ISO 19011 and EA 7/03. Our training organisation is certified by IRCA (AO 17216). IRCA is the world's oldest, most recognised and respected auditor certification body (www.irca.org).

Benefit

This course is necessary for those wishing to perform second or third party audits and is essential for auditors wishing to register at IRCA. Participants who successfully complete the course assessment and written examination will meet the training requirements for certification as IRCA ISMS Auditor/Lead Auditor.
Our experienced trainer uses modern teaching methods and accelerated learning tools. He will respond to your queries in a practical and interactive way.

Content

- Introduction and interpreting the standards
  – ISO 27001 et seq.
  – ISO 17799
  – ISO 13335
  – BSI-standard
- Information Security Management Systems
- Information Security Risk Management
- Interrelationship with other management standards

Audit preparation
- General and legal conditions
- Definition of targets
- Preparation of audit plans
  – Auditees and interviews
  – Inspections
- Preparation of checklists
- Logging, monitoring, intrusion-tests

Audit realisation
- Interviews
  – Application of checklists
  – Audit techniques
  – Documentation
  – Special audit situations and ways to cope with difficulties Inspections
  – Application of the audit plan
  – Documentation
- Penetration-Testing
- Best practices (e.g. Secure IT)

Audit reporting and follow-up actions
- Audit results
- Corrective actions
- Reporting and summary for Top Management

Target group

Information Technology Managers, Information Security Managers and Administrators, Risk Managers, and Project Managers and Quality Officers involved in information security affairs.

Methodology

This is a 5 day course. The training ends with a two-hour written examination.

Certification

- TÜV Rheinland PersCert
- International IRCA Certificate

Course duration

5 days

IRCA FSMS Auditor / Lead Auditor (A 17419).

ISO 22000 is a comprehensive management system for food safety at the international level. It includes the implementation of HACCP and is based on a holistic, process-oriented perspective. The advantages for companies in the food industry are obvious. It allows organisations to guarantee food safety at all levels of the food chain from initial producer to end user. The aim of this course is to equip participants with the knowledge and skills required to perform audits against this standard and in accordance to ISO 19011.

Benefit

This course is essential for those auditors wishing to register with IRCA and is necessary for those personnel wishing to perform second or third party audits.

On successfully completing the course, delegates will be capable of performing effective audits of companies' Food Safety Management System (FSMS) and reporting the outcome. The course is certified by IRCA (IRCA reference A17419).

Delegates who successfully complete the course assessment and written examination will fulfil the training requirements for certification as IRCA FSMS Management Systems Lead Auditor.

Content

Understanding and interpreting the standard
- Structure and contents of ISO 22000
- Advantages / benefits of ISO 22000
- Understanding concrete requirements

Relationship with DIN EN ISO 9001
Integration into an existing management system

Audit preparation
- Definition and targets
- Preparation of audit plans
- Checklists

Audit implementation
- Auditors – their responsibilities
- Special audit situations and ways to cope with difficulties

Accreditation and certification

Target group

- Auditors who wish to register with IRCA
- Quality officers, technical executives, production managers and hygiene officers who work for food producers and suppliers and who are in charge of introducing ISO 22000 at their companies

Certification

- TÜV Rheinland PersCert
- International IRCA Certificate

Course duration

5 days

Tools for Problem Solving and Quality Improvement.

For the daily work in a QM department, it is important to master fundamental quality tools in order to analyse and rectify quality-related problems. A range of tools has been developed over the history of quality management. This 5 day seminar provides an introduction to these tools.

Benefit

- Understand the advantages and importance of quality control tools and the relationship to each other
- Be able to select and use quality control tools correctly during analysis and problem-solving processes

Content

- Status report
- Gannt chart
- Pareto and trend charts
- Paynter chart
- Cause and effect chart
- Scatter charts
- Dot chart and Histogram
- Control charts
- Cumulative sum charting (CUM-SUM)
- Relation diagram
- K.J. Method (Affinity diagram)
- System methodologies
- Matrix diagram method
- Matrix data analysis method
- PDPC method (Tree diagram)
- Arrow diagram
- Application of tools

Target group

Quality, technique or production managers; project managers; staff who are involved in quality, technique, production management and process control

Course duration

5 days

Six Sigma (Green Belt and Black Belt).

σ is a symbol for standard deviation in statistics. It was Motorola that established the 6 σ methodology and philosophy for quality management in the early 90s, initially focusing on product quality. A process at Six sigma quality level is expected to generate only 3.4 defective Parts Per Million. It attracted most of the world-class companies very quickly. American companies adopted it one after another. Remarkably, GE has successfully developed 6 σ into a general company management model for the next generation. 6 σ re-invigorated GE with the power to break through all its chronic process bottlenecks, allowing GE to remain a market leader in all its business. During its 10-year existence, 6 σ has been recognised as a standard measurement for world-class companies. Not only are more and more companies introducing 6 σ, but they are also demanding that their suppliers follow and face the new challenges posed by the new century.

Benefit

- Understand the requirements and development of 6 Sigma
- Acquire the basic knowledge and skills for implementing 6Sigma and complete one 6Sigma project
- Grasp and understand the skills required to implement a 6 Sigma project

Content

Module 1:
6 Sigma Green Belt Certificate

- Introduction of 6 Sigma
  - Why 6 Sigma
  - History of 6 Sigma
  - Organisation and strategy of 6 Sigma
- Definition
  - Company strategy
  - CTQ
  - QFD
  - Team building
  - Project Approval Procedure
- Measurement
  - Basic Statistics, Cp, Cpk, SPC & Statistical Software, Minitab
  - Project Review 1
  - 6 formulation, DPMO
  - Benchmarking
  - Measurement system validation, GR&R
- Analysis
  - Process Mapping
  - Cause & Effect Analysis
  - FMEA
  - Project Review 2
- Improvement
  - ANOVA
  - Confidence Interval
  - Project Review 3
  - DOE 1 + DOE 2
- Control
  - Control Plan
  - SPC
  - Project Review 4

Module 2:
6 Sigma Black Belt Certificate

- Definition
- Measurement
  - Basic Statistics (Cp, Cpk, SPC) & Statistical Software (Minitab)
  - Project Review 1
  - 6 Sigma formulation (DPMO)
  - Benchmarking
  - Measurement system validation (GR&R)
- Analysis
  - Process Mapping
  - Cause & Effect Analysis
  - FMEA
  - Project Review 2
- Improvement
  - ANOVA
  - Confidence Interval
  - Project Review 3
  - DOE 1 + DOE 2
- Control
  - Control Plan
  - SPC
  - Project Review 4
- Six Sigma Leadership
  - Work with Boss & work with colleagues
  - Leadership
  - Team Building & Team Pitfall
- 6 Sigma and Lean Manufacturing
  - 6 Sigma with 5s
  - 6 Sigma with Gemba Kaizen
  - 6 Sigma with JIT

Target group

Quality managers as well as technical or production managers; project managers; staff who are involved in quality, production management, process control and improvement

Methodology

Presentations and group work, case studies

Course duration

- Module I: 5 days
- Module II 5 days

Total Quality Management (TQM).

TQM was once a hot topic, but it fell out of favour owing to its incorrect and incomplete application in many companies. With Saudi Arabia's entry into the WTO, Saudi companies are now once again paying more and more attention to this management tool. For this reason, we have developed a new TQM training course.

Benefit

The TQM training course supports your organisation in:

- Understanding the basic concept of TQM and improving the quality awareness of participants
- Grasping the basic TQM methods in order to establish and improve the TQM management process
- Grasping operating methods in order to improve the quality management level

Content

General concept of TQM
- Philosophy of the "three totals"
- Nature of TQM

TQM working method of
- PDCA cycle

Eight steps to introducing TQM
- Strategy decision
- TQM Improvement Committee TQM team
- Establishment of TQM policy
- TQM component unit
- Management communication
- Training of the management team
- Training of employees

TQM module
- Management responsibility
- Customer orientation
- Employee orientation
- Procedure orientation

QC tools
- PARETO chart
- Cause-effect chart
- Scatter chart
- Histogram chart
- Control chart
- Questionnaire excel
- Layers chart

Quality cost
- Concept of quality cost
- Components of quality cost
- Aim of carrying out quality cost management
- Detailed interpretation of quality cost items

Counting of quality costs
- Analysis index of quality costs
- Counting list of quality costs
- Reporting of quality costs
- Analysis of quality costs
- Improving of quality costs
- Evaluation

TQM and ISO 9000
- Connection between TQM and ISO 9000
- Eight basic principles of quality management

Target group

Quality, technique or production managers; project managers; staff who are involved in quality, technique, production management and process control

Course duration

5 days

Risk Management.

The awareness for professional risk management has increased over the past decade. This is also reflected by stricter legal regulations, which have been tightened as the results of different financial, organizational or technical crisis and accidents.
The attitude towards risk management has simultaneously improved within the management circles from “should do” to “must do” to “ want to do”.

Benefit

This Risk management training is providing decision makers and managers with the skills and the tools needed to perform their risk related duties effectively.
Especially they will learn more about:

- the definition of risk
- the definition of risk management
- the process of risk management
- the classification of risks
- the frequency and severity of impact
- the concept of risk appetite
- the risk strategy
- risk management approaches
- Risk management standards, its tools and implementation

Content

Risk management background

- Origins of risk management
- Benefits of risk management
- Limitations of risk management
- Standard ONR 49000 and its relation to ISO 9000

Identification of risks in an enterprise: assessment, definitions, concepts and principles

- Definition of risk: general overview and risk identification
- Definition of risk management
- Process of risk management
- Classification and assessment of risks
- Frequency and severity of impact
- Legal requirements for risk management

The need for sound risk management

- Legal requirements
- Good governance and management responsibility
- Financial sustainability
- Disaster management
- Occupational health and safety

Enterprise-wide risk management

- Importance of enterprise-wide risk management
- Definition of enterprise-wide risk management
- A framework for enterprise-wide risk management
- Introduction to the standard ONR 49000
- Implementation of a risk management system: roles and responsibilities
- Tools and checklists
- Management information
- Reports and reporting structures
- Risk quantification – control and monitoring
- Loss prevention
- Emergency planning
- IT-security management

Target group

In most organizations, those pressed into the role of risk managers have backgrounds in everything other than risk management. The target group is therefore rather broad:
project managers, engineers, quality managers, financial managers, strategy managers, IT managers

Course duration

5 days

IRCA EnMS Auditor / Lead Auditor (A 17572).

ISO 50001 is a comprehensive management system for food safety at the international level. To improve the efficient use of energy is getting more and more important. It affects those in a classical production line, the management of commercial and office buildings as well as the private consumer. This course improves your knowledge in regard to energy engineering and energy efficiency. It enables you to evaluate the different energy consumers within your company, to get a transparent overview on the figures and to analyse the different options available in order to improve the efficient use of energy. The aim of this course is to equip participants with the knowledge and skills required to perform audits against this standard and in accordance to ISO 19011.

Benefit

This course is essential for those auditors wishing to register with IRCA and is necessary for those personnel wishing to perform second or third party audits.

On successfully completing the course, delegates will be capable of performing effective audits of companies' Energy Management System (EnMS) and reporting the outcome. The course is certified by IRCA (IRCA reference A17419).

Delegates who successfully complete the course assessment and written examination will fulfil the training requirements for certification as IRCA EnMS Management Systems Lead Auditor.

Content

Understanding and interpreting the standard

- Structure and contents of ISO 50001
- Advantages / benefits of ISO 50001
- Understanding concrete requirements

Relationship with DIN EN ISO 9001

Integration into an existing management system

Audit preparation

- Definition and targets
- Preparation of audit plans
- Checklists

Audit implementation

- Auditors – their responsibilities
- Special audit situations and ways to cope with difficulties

Accreditation and certification

Target group

- Auditors who wish to register with IRCA
- Quality officers, technical executives, production managers and hygiene officers who work for food producers and suppliers and who are in charge of introducing ISO 22000 at their companies

Prerequisites for attendance

Successful participation in the Energy Efficiency Engineer (TÜV) course.

Certification

- TÜV Rheinland PersCert
- International IRCA Certificate

Course duration

5 days

Internal Auditor QMS.

Benefit

You will learn how to plan and carry out internal audits and we will show you how to align an existing management system with normative requirements.

After the course, you will be able to use conversation techniques to bring difficult situations that arise during an audit to a successful conclusion.

You will be able to assess reports on audit results and present them professionally.

After participating in this course, you will be able to carry out internal and external audits and determine whether the management system meets the requirements of DIN EN ISO 9001.

Content

Normative audit fundamentals

DIN EN ISO 9001, VDA (Association of the German Automotive Industry) 6.1, QS 9000, ISO/TS 16949, 14000 et seq.

Guidelines for auditing quality and/or environmental management systems - DIN EN ISO 19011

Planning the audit

Goal setting/scope, responsibilities, resources, processes, continuous improvement, teamwork

Carrying out the audit

Reason for the audit, audit plan, external audit, checklists, teamwork (process alignment with normative requirements)

Communication

Questioning methods, audit disclosure, audit questions, active listening, communication problems

Audit results/report

Summary, alignment with the goals of the audit, potential for improvement, approval

Fundamentals of accreditation and certification procedures

Target group

Skilled personnel and executives responsible for planning and carrying out quality audits (internally) or those who will take on this responsibility

Methodology

Lecture, case studies, group work, practical audits

Certification

TÜV Rheinland

Course duration

3 days

Internal Auditor EMS.

Benefit

You will learn how to plan and carry out EMS internal audits and we will show you how to align an existing management system with normative requirements.

After the course, you will be able to use conversation techniques to bring difficult situations that arise during an audit to a successful conclusion.

You will be able to assess reports on audit results and present them professionally.

After participating in this course, you will be able to carry out internal and external audits and determine whether the management system meets the requirements of ISO 14001.

Content

Normative audit fundamentals

ISO 9001, 14000.

Guidelines for auditing quality and/or environmental management systems - ISO 19011

Planning the audit

Goal setting/scope, responsibilities, resources, processes, continuous improvement, teamwork

Carrying out the audit

Reason for the audit, audit plan, external audit, checklists, teamwork (process alignment with normative requirements)

Communication

Questioning methods, audit disclosure, audit questions, active listening, communication problems

Audit results/report

Summary, alignment with the goals of the audit, potential for improvement, approval

Fundamentals of accreditation and certification procedures

Target group

Skilled personnel and executives responsible for planning and carrying out environmental audits (internally) or those who will take on this responsibility

Methodology

Lecture, case studies, group work, practical audits

Certification

TÜV Rheinland

Course duration

3 days

Internal Auditor OH&SMS.

Benefit

You will learn how to plan and carry out OH&S internal audits and we will show you how to align an existing management system with normative requirements.

After the course, you will be able to use conversation techniques to bring difficult situations that arise during an audit to a successful conclusion.

You will be able to assess reports on audit results and present them professionally.

After participating in this course, you will be able to carry out internal and external audits and determine whether the management system meets the requirements of ISO 18001.

Content

Normative audit fundamentals

ISO 9001, 18001.

Guidelines for auditing quality and/ or environmental management systems - ISO 19011

Planning the audit
Goal setting/scope, responsibilities, resources, processes, continuous improvement, teamwork

Carrying out the audit
Reason for the audit, audit plan, external audit, checklists, teamwork (process alignment with normative requirements)

Communication

Questioning methods, audit disclosure, audit questions, active listening, communication problems

Audit results/report
Summary, alignment with the goals of the audit, potential for improvement, approval

Fundamentals of accreditation and certification procedures

Target group

Skilled personnel and executives responsible for planning and carrying out OH&S audits (internally) or those who will take on this responsibility

Methodology

Lecture, case studies, group work, practical audits

Certification

TÜV Rheinland

Course duration

3 days

Internal Auditor EnMS.

Benefit

You will learn how to plan and carry out energy internal audits and we will show you how to align an existing management system with normative requirements.

After the course, you will be able to use conversation techniques to bring difficult situations that arise during an audit to a successful conclusion.

You will be able to assess reports on audit results and present them professionally.

After participating in this course, you will be able to carry out internal and external audits and determine whether the management system meets the requirements of ISO 50001.

Content

Normative audit fundamentals
ISO 9001, 50001.
Guidelines for auditing quality and/or environmental management systems - ISO 19011

Planning the audit
Goal setting/scope, responsibilities, resources, processes, continuous improvement, teamwork

Carrying out the audit
Reason for the audit, audit plan, external audit, checklists, teamwork (process alignment with normative requirements)

Communication
Questioning methods, audit disclosure, audit questions, active listening, communication problems

Audit results/report
Summary, alignment with the goals of the audit, potential for improvement, approval

Fundamentals of accreditation and certification procedures

Target group

Skilled personnel and executives responsible for planning and carrying out energy audits (internally) or those who will take on this responsibility

Methodology

Lecture, case studies, group work, practical audits

Certification

TÜV Rheinland

Course duration

3 days

Internal Auditor ISMS.

Benefit

You will learn how to plan and carry out ISMS internal audits and we will show you how to align an existing management system with normative requirements.

After the course, you will be able to use conversation techniques to bring difficult situations that arise during anaudit to a successful conclusion.

You will be able to assess reports on audit results and present them professionally.

After participating in this course, you will be able to carry out internal and external audits and determine whether the management system meets the requirements of ISO 27001.

Content

Normative audit fundamentals
ISO 9001, 27001.
Guidelines for auditing quality and/or environmental management systems - ISO 19011

Planning the audit
Goal setting/scope, responsibilities, resources, processes, continuous improvement, teamwork

Carrying out the audit
Reason for the audit, audit plan, external audit, checklists, teamwork (process alignment with normative requirements)

Communication
Questioning methods, audit disclosure, audit questions, active listening, communication problems

Audit results/report
Summary, alignment with the goals of the audit, potential for improvement, approval
Fundamentals of accreditation and certification procedures

Target group

Skilled personnel and executives responsible for planning and carrying out ISMS audits (internally) or those who will take on this responsibility

Methodology

Lecture, case studies, group work, practical audits

Certification

TÜV Rheinland

Course duration

3 days

Internal Auditor FSMS.

Benefit

You will learn how to plan and carry out FSMS internal audits and we will show you how to align an existing management system with normative requirements.

After the course, you will be able to use conversation techniques to bring difficult situations that arise during an audit to a successful conclusion.

You will be able to assess reports on audit results and present them professionally.

After participating in this course, you will be able to carry out internal and external audits and determine whether the management system meets the requirements of ISO 22000.

Content

Normative audit fundamentals

ISO 9001, ISO 22000.

Guidelines for auditing Food Safety management systems - DIN EN ISO 19011

Planning the audit
Goal setting/scope, responsibilities, resources, processes, continuous improvement, teamwork

Carrying out the audit
Reason for the audit, audit plan, external audit, checklists, teamwork (process alignment with normative requirements)

Communication

Questioning methods, audit disclosure, audit questions, active listening, communication problems

Audit results/report
Summary, alignment with the goals of the audit, potential for improvement, approval

Fundamentals of accreditation and certification procedures

Target group

Skilled personnel and executives responsible for planning and carrying out food safety audits (internally) or those who will take on this responsibility

Methodology

Lecture, case studies, group work, practical audits

Certification

TÜV Rheinland PersCert

Course duration

3 days

Internal Auditor Security MS for supply Chain.

Benefit

You will learn how to plan and carry out internal audits and we will show you how to align an existing management system with normative requirements.

After the course, you will be able to use conversation techniques to bring difficult situations that arise during an audit to a successful conclusion.

You will be able to assess reports on audit results and present them professionally.

After participating in this course, you will be able to carry out internal and external audits and determine whether the management system meets the requirements of ISO 28001.

Content

Normative audit fundamentals

DIN EN ISO 9001, ISO 28001.

Guidelines for auditing quality and/or environmental management systems - DIN EN ISO 19011

Planning the audit
Goal setting/scope, responsibilities, resources, processes, continuous improvement, teamwork

Carrying out the audit
Reason for the audit, audit plan, external audit, checklists, teamwork (process alignment with normative requirements)

Communication

Questioning methods, audit disclosure, audit questions, active listening, communication problems

Audit results/report
Summary, alignment with the goals of the audit, potential for improvement, approval

Fundamentals of accreditation and certification procedures

Target group

Skilled personnel and executives responsible for planning and carrying out security management for supply chain audits (internally) or those who will take on this responsibility

Methodology

Lecture, case studies, group work, practical audits

Certification

TÜV Rheinland PersCert

Course duration

3 days

Quality Costs

Benefit

Historically, costs related to quality can be in the range of 20 to 40 percent of sales. In this 4-hour course, learn ho to categorize and control quality costs. Also, learn where your efforts should be focused to reduce costs of nonconformance and improve the bottom line.

Managers at all levels who are interested in understanding quality costs.
Project Managers / Engineers, Quality Professionals who initiate continuous improvement and waste reduction programs.

Content

Overview of Quality Costs
Goals of Quality Cost System
Quality Loss Function (QLF)
Management of Quality Costs
Categories of Quality Costs Quality Cost Program – Implementation Issues
Quality Costs and Suppliers
Quality Improvement Initiatives – A driver for reducing quality costs

Target group

Skilled personnel and executives responsible for planning and carrying out quality audits (internally and externally) or those who will take on this responsibility

Methodology

Lecture, case studies, group work, practical audits

Certification

TÜV Rheinland

Course duration

3 days

Quality Circles

A Quality Circle (Kaizen team) is a small group of between three and twelve people who do the same or similar work, voluntarily meeting together regularly for about one hour per week in paid time, usually under the leadership of their own supervisor, and trained to identify analyse and solve some of the problems in their work, presenting solutions to management and, where possible, implementting solutions themselves.

Benefit

The course is designed to make participants aware of the critically important features of the underlying philosophy, objectives, potential benefits, support structure and training required for Quality Circles facilitators, Quality Circles leaders and Quality Circles members in order to successfully implement and sustain a company wide Quality Circles (Gemba Kaizen) programme.

Quality Circle activities enable companies to obtain the ultimate benefit from:

Total Productive Maintenance (TPM) involvement of the workforce in process improvement.

Lean manufacture includes all of the following participative concepts

Content

Review the effectiveness of existing participative programmes.

Advise on how to maximise performance.

Examples of Quality Circle successes around the world.

How to conduct introductory presentations to all levels of management and the workforce. If necessary hold discussions with management groups and the Unions where relevant.

Quality Circle Steering Committee training.

Quality Circle Facilitator Training.

Quality Circle Team Leader training (it is advisable that the trained facilitator and the team leader train the teams as part of their development rather than the external consultant)

Target group

Skilled personnel and executives responsible for planning and carrying out quality audits (internally and externally) or those who will take on this responsibility

Methodology

Lecture, case studies, group work, practical audits

Certification

TÜV Rheinland

Course duration

3 days

Statistical Process Control (SPC)

SPC is a hot topic; it fell in of favour owing to many companies. We have developed a new SPC training course.

Benefit

The SPC training course supports your organisation in:
Understanding the basic concept of SPC and improving the quality awareness of participants
Grasping the basic SPC methods in order to establish and improve the management process
Grasping operating methods in order to improve the quality management level

Content

General concept of SPC
Philosophy of the “Process”
Nature of SPC
SPC working method
QC tools
PARETO chart
Cause-effect chart
Scatter chart
Histogram chart
Control chart
Questionnaire excel
Layers chart
QC tools
PARETO chart
Cause-effect chart
Scatter chart
Histogram chart
Control chart
Questionnaire excel
Layers chart
Analysis index of quality costs
SPC and ISO 9000
Connection between SPC and ISO 9000
Eight basic principles of quality management

Target group

Quality, technique or production managers; project managers; staff who are involved in quality, technique, production management and process control

Course duration

3 days

Brain Storming and generation of Ideas.

Innovation has always been the driving force behind the success of a company. Yet, given the current economic situation, it has become more important than ever before. Competitors rapidly overtake companies that are not innovative. New technology and new products provide a company with more business opportunities than any other factor.

Benefit

Learn more about:

- How to put a concept into practice by means of interdisciplinary team-work
- How to develop USP´s in order to gain decisive advantages
- How to remain in touch with the latest tools, professions and develop-ments and monitor both national and international competitors.
- How to adapt processes to make innovations possible
- How to achieve a compromise between creativity and practicality

Content

Consumer and market aspects of innovation management

Processes and methods for developing innovations

Customer-guided improvements - Measuring techniques

Cultural aspects

Technology and its influence on innovation

Tools and techniques

Standardisation of products and services

Increasing capacity for innovation - Information procurement and analysis

Problems with product/service deve-lopment

Innovation engines Process

Target group

Middle management, Business development managers, Innovation managers

Methodology

Presentations and Group Works

Course duration

3 days

Section I

Section II

Engineering (Mechanical, Electrical, Industrial). For Example

- Pumps and Valves
- International Steel Standards (ASME, PED)
- Metallurgy for Non-Metallurgists
- Hydraulics: Industrial and Mobile Hydraulics
- Lubrication Technology
- Corrosion
- TÜV certified Welder (MIG, Electro, Gas, TIG)
- Turbines
- ASME Boiler and Pressure Vessel Code
- Energy Efficiency
- Safe Operations of Cranes
- Non-Destructive Testing

Section III

Section IV

Section V

Pumps and Valves.

Benefit

This course provides an understanding of the operations of pumps, valves and how they interact for optimum system performance.

You will be trained on how to make cost-effective decisions and receive tips for avoiding poor system operation.

Learn more about basic hydraulic theory as it applies to pumps and valves, as well as criteria for the selection of pumps.

Learn more about the interaction of two major equipment items and their applications.

Content

- Select the right pump and valves for your application
- Understand the most cost effective method to pump that problem liquid
- Physical features of pumps
- Delivery rate, delivery head, NPSH, shaft and input power
- Specific rpm, rotor types, power
- Determining appropriate pump volume, output limits
- Selection of centrifugal pumps
- Construction, main components of centrifugal pumps
- Single and multi-phase pumps
- Pump models, assembly site, assembly
- Parallel and serial connection of centrifugal pumps
- Learn more about the relationship between valves and pumps and select the correct valve for the system
- What is the optimum speed for application
- Apply pumps for series and parallel operation
- Reduce equipment costs by proper selection of pumps and valves in the system
- Learn more about basic principles of pump maintenance in order to reduce expensive system malfunctions through poor equipment maintenance

Target group

Applications engineers; industrial and public works engineers, operations and maintenance personnel.

Course duration

5 days

International Steel Standards (ASME, PED).

This course provides a basic understanding of the American and European steel designation system (ASME, EN / PED) and its application in design, fabrication and inspection.
For those working in the area of production, purchasing, maintenance of vessels, boilers and pipelines etc., it is important to have at least a basic understanding regarding the different standards and codes.

Content

- Material characteristics and range of application
- Material testing
- American and European material standards: overview and comparison
- Material requirements in boiler and pressure vessel standards as ASME, NBIC, PED, API
- Material requirements in machine construction (pumps, compressors, engines etc.)
- Material certificates / mill test reports: contents and form
- Material ordering
- Practical application

Target group

Engineers, inspection and maintenance personnel, purchasing department, people working with international steel standards

Course duration

5 days

Metallurgy for Non-Metallurgists.

As repairs, alterations and maintenance have become expensive and health and safety is a critical issue it is important that engineers, technicians and maintenance staff have an overview of alternative material usage and economically-efficient applications.

Benefit

The course is designed to introduce project managers, plant and quality engineers to information related to physical metallurgy of ferrous and non-ferrous alloys used in various industries including the petroleum, petrochemical and chemical industries.

Participants will gain an overview of the metals and materials used, their applications and limitations. In order to increase plant reliability it is important to have a general understanding why metals fail and how to measure and monitor their application.

Content

- Introduction and classification of material – Metals and non-metals
- Basic metallurgy of steels, carbon and low alloy steels
- Application in different industries: Petro, chemical, food, construction and transportation
- Reliability and limitations of materials
- Failure: Stress relief, stress fatigue
- Causes for failure
- Different types of failure
- Corrosion and corrosion awareness
- Monitoring and measuring
- Non-destructive testing
- Right choice of material application
- Protective methods
- Health and safety
- Case histories

Target group

Plant Engineers and maintenance technicians, inspection and quality control engineers, welders, laboratory staff, purchasing managers

Course duration

5 days

Hydraulics: Industrial and Mobile Hydraulics.

Hydraulic power is the drive mechanism with the greatest power density. It is used everywhere where construction needs to take place in a restricted space – e.g. in mining equipment – or where high power levels are required, e.g. in hydraulic presses. Hydraulic power has added advantages: it makes the continuous adjustment, regulation and problem-free transfer of power over relatively large distances possible.
The accuracy, speed (dynamic performance) and efficiency required of hydraulic systems and equipment are increasing constantly. The increased level of automation means that more and more hydraulic systems have to adjust pressure, flow rates and flow direction using electronic controls. Hydraulic proportional valves are an interface between the controls and the hydraulic system.

Benefit

In this seminar, you will gain an overview of the equipment technology and its functions. You will create and read schematic diagrams, and regulate speed, pressure and positioning for hydraulic systems. Continued.

Content

- Introduction – definition, system types, basic principles, operational diagram, physical principles
- Power equipment – electric engine, combustion engine
- Definition and function of hydraulic pumps
- Control and regulation units – directional valve, pressure valve, flow control valve, proportional valve, servo-valve
- Proportional control - directional valve, pressure valve, flow control valve
- The torque engine
- Mechanical and electrical reaction coupling
- Load – hydraulic cylinder, hydraulic engines, rotary drive
- Fittings
- Hydraulic fluids and fluids maintenance
- ISO 4406 oil purity requirements
- Hydraulic cycles
- System trouble-shooting
- Schematic diagrams

Target group

Engineers and technicians working in the fields of plant construction, mechanical engineering and maintenance

Course duration

5 days

Lubrication:
Fats / Greases / Lubricants Principles of Tribology.

Longer equipment life using modern lubricants and techniques.

Lubricants are more than just consumables.They are an integral element of component construction and have a significant impact on the function and lifespan of equipment.

Benefit

The seminar gives an overview of the components and properties of oils, greases and solid lubricants, helping you to choose the right lubricant.

In this seminar, you will learn how you can ensure constant lubrication through different lubricants, thereby significantly increasing the lifespan of components.

Practical examples will be used to show when certain types of lubricant are best used and the requirements that lubricants should meet.

Content

- Principles of tribology
- Types of friction
- Occurrence of abrasion
- Manufacture of oils/greases
- Lubricant characterisation
- Testing methods
- Lubricant selection
- Viscosity and flow properties
- Application-appropriate selection
- Calculation of lubricant service life
- Ball bearing damage (identifying / assessing damage)
- Lubrication of ball bearings with oil or grease
- Central lubrication equipment
- Minimal lubrication quantities
- Single-point lubricators
- Selection of appropriate lubrication technology

Target group

Engineers, technicians, maintenance staff

Course duration

5 days

Corrosion and Corrosion Protection.

Corrosion is a cost intensive factor for all enterprises and public authorities. Depending on its severity it can also lead to dangerous situations. It is therefore essential to understand how to perform the necessary corrosion control and how to maintain structures and systems.

Benefit

Aimed at maintenance engineers and technical staff from a wide range of industries, including the offshore and water sectors, the course will provide an understanding of the principles of corrosion and its control.

Content

Fundamentals of corrosion
- Basics and principles of corrosion
- Corrosion mechanism
- High temperature oxidation
- Corrosion in aerated environments
- Pitting corrosion
- Crevice corrosion
- Stress corrosion cracking
- Corrosion of welds
- H2S corrosion
- Microbial corrosion
- Hydrogen embrittlement
- Corrosion fatigue
- CO2 corrosion
- Corrosion of welds

Corrosion control and monitoring
- Stainless steels
- Inhibitors
- Cathodic protection
- Cathodic protection exercises
- Corrosion monitoring and testing
- Evaluation of the testing results
- Service failures
- Standards
- Industrial case studies

Target group

Engineers, maintenance personnel

Course duration

5 days

TÜV certified Welder (MIG, Electro, Gas, TIG).

Welding is a high-performance technology that is gaining importance in industry and trades. For many companies operating in the metal-working industry and trades, welding is one of the most significant production technologies. Approval of the companies, the products and the manufacturing process is required for almost all welded products.

Benefit

Stringent quality requirements regarding the handling of the base and filler metals also mean that the welder must have the appropriate skills.

Through the modular and certified TÜV Rheinland training course, you will have the opportunity to obtain a comprehensive qualification in the various welding processes.

We can qualify you in the following processes:
- Electrode hand
- Gas
- MIG
- TIG

After passing the exam, you will be qualified to work in the different industrial sectors, including apparatus and container construction, plant and machine construction, chemical and pipeline construction, etc.

Content

Please contact TÜV Rheinland for detailed information on course content

Target group

Companies that perform welding work, welders that wish to obtain additional qualifications in the various processes

Certification

The welding exams comply with the regulations of DIN EN 287-1, AD 2000 HP03, TRD 201, ISO 9606-2 et seq.

You can obtain certified qualifications from the TÜV Rheinland personnel certification body for all the welding exams.

Course duration

- Electrode hand welding: 836 hours
- Gas: 570 hours
- MIG: 536 hours
- TIG: 656 hours

Turbines – Design, Operations and Maintenance.

This course provides an understanding of the operations of turbines and how they interact for optimum system performance. You will be trained on how to make cost-effective decisions and receive tips for better operations and reduced maintenance costs. Learn more about typical design solutions as well as criteria for the selection of appropriate solutions.

Content

Overview for Seminars on Steam Turbines (ST)

- General ST
  Energy conversion, thermodynamic cycles, real vs. ideal machine, type losses & their reduction, similarity
- Comparison of current designs of ST
  Worldwide makers, typical design solutions, efficiency, availability, life-cycle-cost, type machines in fossil & hydro power plants
- Design, upgrading, maintenance, life-cycle-cost
  Plant circuitries, design & improvement, instrumentation, protection, machine-, maintenance- & operational costs, life-cycle-costs, plant economy
- Operation, long-term experience, incidents/ remedies
  Start-up, control, load rejection, runaway speed, fleet experience, global service, O & M, design life and life extension of components, typical failures (vibration, cracked shaft, corrosion, SCC, droplet erosion, hydro abrasion etc.), repair techniques combined with retrofit
- Future trends, projects for product & process improvement
  Energy mix, process integration, systematic methods for improvement, Six Sigma/ Limbionik, human factors, projects: optimum O & M plants, centering of maintenance & fabrication processes etc.

Target group

Engineers and technicians, operations and maintenance personnel

Course duration

5 days

ASME Boiler and Pressure Vessel Code.

This course provides an introduction to the ASME code and the hierarchies of the American and Canadian regulations, focussing on the boiler and pipeline sector. Explaining how piping systems fail and what the code requires the designer, manufacturer, supplier etc. to do to prevent that, is the aim of this intensive seminar. Using real-world examples as well as the personal experiences of the instructors, the course demonstrates how the B31.1 code has been both correctly and incorrectly applied.

Content

- Introducin in ASME Boiler and Pressure Vessel Code including Piping Codes
- General requirements and responsibilities
- Design and material requirements in section 1 (boiler) and ASME B31.1 (power piping)
- Fabrication of boilers and piping
- Inspections, tests, documentation, certification (section 1 and B31.1)
- Introducing in basis of ASME section 8 div. 1 (pressure vessel) and ASME B31.3 (process piping)
- Application in combination with other directives (e.g. PED)

Target group

Engineers and technicians from the operations department, maintenance and inspection personnel

Course duration

5 days

Energy Efficiency.

To improve the efficient use of energy is getting more and more important. It affects those in a classical production line, the management of commercial and office buildings as well as the private consumer. This seminar improves your knowledge in regard to energy engineering and energy efficiency. It enables you to evaluate the different energy consumers within your company, to get a transparent overview on the figures and to analyse the different options available in order to improve the efficient use of energy.

Benefit

This seminar will facilitate you to
- understand the basics about energy and energy efficiency
- understand specifics of energy management
- organize or evaluate structure and workflow of an energy management system
- perform energy reviews and set up an energy management baseline
- identify energy management opportunities
- monitor and continuously improve your management system

Content

Energy basics
What is energy?
- Thermodynamics, thermal energy
- Heat transfer
- Electricity

What is energy efficiency?
- Definitions, benchmarking
- Energy balance: what is input / output?

Energy management systems
Energy management according to ISO 50001
- Contents of standard, scope, basic ideas
- Planning and setting up an energy management system
- Energy policy, objectives, targets
- Energy baseline, performance indicators
- Communication, documentation and reporting
- Performance monitoring
- Management system audits
- Continuous improvement

Energy review workshop
- Company energy analysis
- Setting up an energy baseline
- Submetering and energy control systems

Energy efficiency in cross cutting technologies – Lighting
- Basics: rating lighting performance and quality
- Components of lighting systems
- Types of lamps
- Suitable technologies for different applications
- Improving the performance of lighting systems

Pumping systems
- Components of pumping systems, types of pumps
- Piping systems: system curves (pressure loss, etc)
- Flow control
- Pumping systems survey
- Efficiency measures

Fans and Blowers
- Fan components
- System resistance, fan curve, operating point
- Types of fans and blowers
- Assessment of performance and efficiency
- Energy efficiency opportunities

Refrigeration and air conditioning
- Basic principles of refrigeration
- Types of refrigeration
- Assessment of refrigeration and air conditioning
- Energy efficiency opportunities

Compressed air
- Uses of compressed air / compressed air as an energy carrier
- Components of compressed air systems
- Energy efficiency opportunities

Efficient energy supply
Supplying net energy with a lower consumption of primary energy
- “Renewable” energy
- Heat pumps
- Cogeneration (combined heat and power)

Target group

Energy and environmental managers, operation and production managers, maintenance managers

Course duration

5 days

Safe Operations of Cranes.

The crane operator training programme is specifically designed to upgrade the existing knowledge and skill levels of operators, trainees, safety personnel and inspectors.
The information provided in the classroom is reinforced with hands-on application sessions on cranes. All personnel attending this programme will gain significant and useful skills and will leave with a stronger understanding and appreciation of the requirements and responsibilities of crane operators.

Content

- Types of cranes
- Physical basics when dealing with cranes
- Best practice in the safe use of cranes
- Law and approved codes of practice
- Safety checks for plant, e.g. pre-use checks
- Management of lifting operations scope, definition
- Behavioural safety – how it impacts plant operations
- Slinging and rigging basics to intermediate techniques
- Crane accessories, e.g. block grab, crane forks, tipping skip etc.
- Risk reduction and elimination through use of risk assessment method statements
- Accidents and prevention-near miss reporting
- Safety systems
- Crane inspection
- Continual assessment, targeted training to candidates weak points, promote self-confidence and competence through practical demonstration and continual feedback
- Load charts, correct crane set up, induction training and why it is necessary to be competent
- Ground conditions, crane stability, structural failure of crane, why and how it happens
- Teamwork and co-ordination-productivity safety benefits
- Safe system of work-guidance and instructions with regards to implementing a safe system of work

Target group

Operators in the workshop, engineers, inspection and maintenance personnel

Course duration

5 days

Non-Destructive Testing – Introduction Training.

Non-destructive testing (NDT) is a wide group of analysis techniques used in science and industry to evaluate the properties of a material, component or system without causing damage.
The NDT introduction training has been designed to provide the student with an overview as well as focused education that integrates the best of theory and practical application.
Apart from the introduction programme we also offer intensified trainings leading to a personnel certification according to EN 473 Level 1-3. Please contact us for further details.

Content

- Visual penetrant testing (VT)
- Liquid penetrant testing (PT)
- Magnetic particle testing (MT)
- Ultrasonic testing (UT)
- Radiographic testing (RT)
- Special NDT methods (an overview)
- Personnel certification

Target group

Engineers, inspection and maintenance personnel, QC / QA employees

Course duration

5 days

Certified Welding Inspector - CWI

Benefit

The AWS Certified Welding Inspector (CWI) certification is widely recognized, both nationally and internationally, in the welding industry. Successful companies have come to rely on this AWS certification to ensure the highest level of quality workmanship.

The examination is based on three parts: Part A – Fundamentals, Part B – Practical, and Part C – Code Application. The provided training covers the three parts intensively, to assist the trainee to pass the exam.

Content

Fundamental Part

- Certification and Inspection
- Welding Processes
- Welding Symbols and Definition
- Documents Governing Welding Inspection
- Metal Properties and Destructive Testing
- Welding Metallurgy
- Discontinuities
- NDE

Practical Part:

- Covered by 3 Sessions

Code Section:

- API 1104 3 Sessions

Target group

The program is designed for those who are working in the Inspection, Quality, Maintenance and Asset Integrity Departments in Oil and Gas, Petrochemical Facilities, Refineries, and Industrial Facilities.

Course duration

30 Hours in 5 successive days (6 hours per day)

Each day consists of four sessions 90 minutes each (total of 20 Sessions)

PLANT INSPECTION TRAINING

In-Service Inspection for Storage Tanks - API 653

Benefit

The course is useful for personnel who are willing to enter the exam to gain the API 653 Authorized Inspector Certification or for the personnel who are seeking the knowledge of the codes requirements and philosophy as well as understanding the requirements of the In-Service Inspection and the associated Repair, Alteration and/or Rerating

API 653 Examination Entry Requirements

To qualify for the certification examination, the applicant's education and experience, when combined, shall be equal to at least one of the following:

- Bachelor of Science degree in engineering or technology, plus one year of experience in supervision of inspection activities or performance of inspection activities as described in API 653;
- Two-year degree or certificate in engineering or technology, plus two years of experience in the design, construction, repair, inspection, or operation of piping systems, of which one year must be in supervision of inspection activities or performance of inspection activities as described in API 653;
- High school diploma or equivalent, plus three years of experience in the design, construction, repair, inspection, or operation of piping systems, of which one year must be in supervision of inspection activities or performance of inspection activities as described in API 653;
- Minimum of five years of experience in the design, construction, repair, inspection, or operation of piping systems, of which one year must be in supervision of inspection activities or performance of inspection activities as described in API 653.

Content

- Course Introduction -Overview
- Key concepts – Inspection , Repairs , Alteration and Rerating of in service piping systems
- API 650 - Scope, Material, Design, Erection, Inspection and NDT Req.
- API 653 - In-Service Inspection Code
- ASME IX Procedure & Welders/Welding Operators Qualification (Relevant sub-sections)
- ASME V - NDT Methods and Techniques (Relevant sub-sections)
- API577/API651/API652 - Welding inspection and metallurgy
- API RP 571, Damage Mechanisms Affecting Fixed equipment in the Refining Industry (Relevant sub-sections)

Target group

Course is designed for Above Ground Storage Tanks Inspectors and Engineers working in refineries, chemical plants, gas plants, Tank farms, oil fields, and other facilities that have storage Tanks

Course duration

30 Hours in 5 successive days (6 hours per day)

Each day consists of four sessions 90 minutes each (total of 20 Sessions)

PLANT INSPECTION TRAINING

In-Service Inspection for Piping Systems - API 570

Benefit

The course is useful for personnel who are willing to enter the exam to gain the API 570 Authorized Inspector Certification or for the personnel who are seeking the knowledge of the codes requirements and philosophy as well as understanding the requirements of the In-Service Inspection and the associated Repair, Alteration and/or Rerating.

API 570 Examination Entry Requirements

To TQM qualify for the certification examination, the applicant's education and experience, when combined, shall be equal to at least one of the following:

- Bachelor of Science degree in engineering or technology, plus one year of experience in supervision of inspection activities or performance of inspection activities as described in API 570;
- Two-year degree or certificate in engineering or technology, plus two years of experience in the design, construction, repair, inspection, or operation of piping systems, of which one year must be in supervision of inspection activities or performance of inspection activities as described in API 570;
- High school diploma or equivalent, plus three years of experience in the design, construction, repair, inspection, or operation of piping systems, of which one year must be in supervision of inspection activities or performance of inspection activities as described in API 570;
- Minimum of five years of experience in the design, construction, repair, inspection, or operation of piping systems, of which one year must be in supervision of inspection activities or performance of inspection activities as described in API 570.

Content

- Course Introduction - Overview
- API 570
  Inspection, Repair, Alteration, and Rerating of In-service Piping Systems
- ASME B31.3
  Process Piping (Relevant sub-sections)
- API 574
  Inspection Practices for Piping System Components (Overview)
- ASME IX
  Procedure & Welders/Welding Operators Qualification (Relevant sub-sections)
- ASME V
  NDT Methods and Techniques (Relevant sub-sections)
- API 577
  Welding Inspection and Metallurgy (Overview)
- API RP 571
  Damage Mechanisms Affecting Fixed equipment in the Refining Industry (Relevant sub-sections)

Target group

Course is designed for piping systems Inspectors and Engineers working in refineries, chemical plants, gas plants, pipeline terminals, and oil fields.

Course duration

30 Hours in 5 successive days (6 hours per day)

Each day consists of four sessions 90 minutes each (total of 20 Sessions)

PLANT INSPECTION TRAINING

In-Service Inspection for Pressure Vessels - API 510

Benefit

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The course is useful for personnel who are willing to enter the exam to gain the API 510 Authorized Inspector Certification or for the personnel who are seeking the knowledge of the codes requirements and philosophy as well as understanding the requirements of the In-Service Inspection and the associated Repair, Alteration and/or Rerating

API 510 Examination Entry Requirements

To qualify for the certification examination, the applicant's education and experience, when combined, shall be equal to at least one of the following:

- A Bachelor of Science degree in engineering or technology, plus one year of experience in supervision of inspection activities or performance of inspection activities as described in API 510.
- A two-year degree or certificate in engineering or technology, plus two years of experience in the design, construction, repair, inspection, or operation of pressure vessels, of which one year must be in supervision of inspection activities or performance of inspection activities as described in API 510.
- A high school diploma or equivalent, plus three years of experience in the design, construction, repair, inspection, or operation of pressure vessels, of which one year must be in supervision of inspection activities or performance of inspection activities as described in API 510.
- A minimum of five years of experience in the design, construction, repair, inspection, or operation of pressure vessels, of which one year must be in supervision of inspection activities or performance of inspection activities as describe in API 510.

Content

- Course Introduction - 1 Session
- API 510 - 5 Sessions
- API 572 & API 576 - 2 Session
- ASME VIII - 5 Sessions
- ASME IX & ASME V - 6 Sessions
- API RP 571 - 1 Session

Target group

Course is designed for Pressure Vessels Inspectors and Engineers working in refineries, chemical plants, gas plants, pipeline terminals, and oil fields

Course duration

30 Hours in 5 successive days (6 hours per day)

Each day consists of four sessions 90 minutes each (total of 20 Sessions)

Functional Safety

TÜV Functional Safety Program - FS Engineer

Benefit

The course will provide three days of classroom tuition and practical guidance for understanding and mastering the application, principles and requirements of IEC61508 / IEC 61511. Practical exercises will performed throughout the course which will be based on real life examples.

Content

- IEC 61508 and IEC 61511 background,
- Hazards,
- Risk and ALARP principles & Risk Reduction
- Safety Instrumented System (SIS) and Safety Instrumented Functions (SIF),
- Types of SIF & Integrity specification of a SIF,
- Fault Tree Analysis (FTA)
- SIL determination by FTA, SIL determination by Qualitative Methods & SIL determination exercises,
- Layers of Protection Analysis (LOPA) and LOPA exercises,
- Case of Studies with typical findings and issues.
- Integrity Specification of a SIF,
- SIS Safety Requirement Specification & Selection of Components and Subsystem
- Proven in use, Not proven in use,
- Field devices,
- Failures, Failure and Reliability,
- Demand Modes, Probability of Failure on Demand (PFD), PFD Exercises,
- SIF Implementation (Low demand mode),
- Importance of Testing and Maintenance,
- Fractional Dead Times,
- Safe Failure Fraction and Hardware Fault Tolerance, SFF Exercises,
- Partial Closure Testing,
- Measurement Validation and Comparison,
- Reliability Data.
- Software requirements,
- Relationships between Hardware and Software Architecture,
- Application Software Requirements Specification,
- Application Software Validation Planning,
- Requirements for Application Software Architecture,
- Requirements for Support Tools, User Manuals and Application Language,
- Requirements for Application Software Development,
- Requirements for Application Module Testing,
- Integration of Application Software with SIS Subsystems,
- FPL and LVL Software Modification Procedure & Application Software.
- SIF Interaction with Others Technologies,
- Multiple Functions, Primary Functions, Exercises,
- Intermediate Trips & Risk Graph Calibration.
- SIL determination for Fire and Gas,
- Further Lifecycle Considerations,
- Methods for Solving Complex Functions,
- Summary of 3-Day Training.
- A 4 hour proficiency examination consisting of 70 multiple choice, and 10 multiple part questions. Overall pass criteria are 75%.

Target group

Instruments Engineers, Process Engineers and Safety Engineers as well as operating and Maintenance personnel who are involved in any of the lifecycle Phases for safety instrumented systems from hazard and risk assessment, shutdown system/fire and gas systems from design to testing and maintenance

Participant eligibility requirements

In accordance with the TÜV Functional Safety Program.
A minimum of 3 to 5 years of experience in the field of functional safety.
University degree or equivalent engineering experience and responsibilities as certified by employer or engineering institution.

Certification

TÜV Rheinland FS Engineer Certificate

Course duration

4 days

Hardware / Software Design according to IEC 61508

Benefit

This vocational qualification training of the TÜV Functional Safety Program supports engineers (and/or persons in the functional safety business) to deepen their knowledge and their experience in order to achieve a worldwide acknowledged know how and practical experience within the area of functional safety according to the IEC 61508 and IEC 61511 international standards. Furthermore the training addresses important new aspects of the IEC 61508 edition 2, especially the consideration of soft errors. Engineers who are working in the field of functional safety for many years have the possibility to obtain an official verification of their expertise. By passing a final exam successfully they will receive a TÜV Rheinland Functional Safety Engineer certificate. This certificate, which is acknowledged worldwide, states that specific knowledge within the field of "Hardware/Software Design" has been achieved.

Content

Introduction
Functional safety of electric, electronic and programmable systems

Safety Philosophy
- Definition of risk, principle of risk reduction
- Comparison and relation of classification systems to each other

International Standard IEC 61508
- General methods and requirements
- Consideration of life cycle aspects of safety-related systems and components
- Requirements concerning management of Functional Safety
- Requirements for the evaluation / judgment of Functional Safety
- Definition of requirements according to the chosen SIL
- Meaning of Safety Integrity Level (SIL)
- Consideration of faults and fault models
- Fault: random fault, systematic fault, fault caused by handling, fault during operation
- Fault models: stuck-at-, DC- and extended DC-fault model
- Definition of measures against faults
- Fault avoidance
- Fault detection and –control
- Consideration during design-, development- and production phase
- Safety requirement specification
- Verification- and validation plan
- Software-design and verification
- Calculation of the probability of failure on demand (PFD)
- Derivation of Reliability Block Diagram for different systems
- Derivation of formula for calculation of PFD
- Architectural constraints, Safe Failure Fraction and diagnostic coverage
- Influence of proof-test-interval, diagnostic-test-interval on probability figures
- Redundant systems and common cause factor
- Example for PFD calculation
- Commissioning, implementation, operation, maintenance
- Operation
- Consideration of soft errors
- Use of ASIC's and FPGA's
- Application of safety-related Bus Systems
- Considerations of probability of transmission faults
- Basic requirements for the application of bus- systems
- Reliability of data transmission
- Bit-failure rate
- Failure-rate and failure-detection
- Various Bus-Architectures
- Examples for various bus-systems and safety considerations

Target group

Developers, who are mainly, engaged in the development of programmable electronic safety systems on the basis of the acknowledged international standard IEC 61508. This training imparts basic knowledge, which enables developers to transfer the requirements of the standard IEC 61508 most effectively.

Course duration

4 days

Functional Safety of Machinery

Benefit

The new standards regarding Functional Safety as well as the new European Machinery Directive demand that persons and organizations performing responsible (accountable) tasks during the life cycle phase of a machine have to achieve and prove the required competencies.
Within this training the defined requirements regarding the design as well as the proof of functional safety of machines in respect to the current standards and guidelines are described and discussed in detail.
Examples from practice will demonstrate possibilities regarding machine protection. The participant can learn how safety devices and safety components are assembled and applied to reduce hazards from machinery so the necessary safety for people and environment is guaranteed. In addition to the technical requirements, information about organizational measures as well as quality assurance and documentation for the life-cycle design and validation will be passed on.

Content

- Introduction -TÜV Functional Safety Program
- European Guidelines, Standards
  Machine Directive, A, B and C standards,
  Standards and status of standards regarding functional safety in machine safeguarding, Importance (meaning) of harmonized and non-harmonized standards
  Machines and safety components in terms of appendix IV of the Machinery Directive.
- Risk Analysis
  Methods for determination of necessary measures for the reduction of risks at machines (ISIO 12100, ISO 14121);
  Direct, indirect and indicative safety technology (engineering);
  Procedure acc. to EN 954-1, ISO 13849-1, IEC 61508 and EN 62061, examples;
  Comparison of safety classifications.
- ISO 13849-1:1999 (EN 954-1)
  Content and importance (meaning) of safety categories;
  Principle information regarding deterministic fault consideration, faults and fault exclusions acc. to ISO 13849-2;
  Importance (meaning) of EN 954-1 for single devices and complete safety functions
- Safety Devices
  Systematic of safety devices, advantages and disadvantages, installation requirements, configuration of safety devices;
- Guards, interlocking devices
- Safety functions of machines, Realization acc. to the different safety categories
- Circuits, schematics, examples
- New standards regarding safety of machinery
  Importance
- EN ISO 13849-1:2006
  Contents of ISO 13849-1, application area, restrictions regarding applicability,
  Documentation requirements and quality management,
  Requirements regarding SRA-SW,
- EN 62061
  Content of EN 62061, application area,
  Documentation requirements and quality management, life cycle model,
  Meaning of terms SIL, SIL CL, HFT, SFF and their context,
  Requirements regarding safety relevant application software,
- Examples
- Questions and answers, discussion
- Exam (3 hours)

Target Group

Application engineers, system integrators, developers, safety specialists and authorized experts in machinery.

Course duration

4 days

SIL Determination

Benefit

All plant operators and project engineering teams need to consider instrument protection systems as a part of the overall health, safety and environmental protection facilities. Safety and environmental risks need to be reduced to a tolerable level as required by national regulatory authorities and commercial risks reduced to meet business needs
In times of rising costs for materials and resources, risk reduction must be handled cost effectively, incorrect determination of integrity requirements can mean that costs escalate to double or even triple the original budget. If the process is managed following the IEC 61511 safety lifecycle model then only moderate changes to existing company safety system practices, with relatively minor costs may be required. More importantly, if the work is done well, the safety lifecycle process of "plan, implement, and review" significantly reduces wasteful over-design of instrument protection systems, as well as limiting unsafe under-design.
This 3 day comprehensive workshop: Safety Integrity Level Determination will equip delegates with a solid fundamental knowledge of the principles which they can apply immediately by getting a practical understanding of the key requirements of SIL Determination using the methods in IEC 61511

Course Objectives

The objectives of the workshop are to equip participants to:

- Understand the principles of ALARP and risk assessment.
- Understand the principles of Risk Graph and LOPA.
- Understand the tolerable risk targets and how to set them
- Understand how to set up and record SIL Determination studies.
- Use the HAZOP to identify cause and consequence scenarios
- Identify Safety, Asset and Environmental consequences
- Break down the causes and apply failure and frequency data.
- Identify Independent protection layers and apply the associated rules.
- Understand prevention and mitigation protection layers.
- Assign values to protection layers and avoiding common cause issues.
- Use conditional modifiers and enabling conditions / events.
- Take part in Risk Graph LOPA risk assessment.

The workshop will be based around a case study and a number of practical team exercises to stimulate a realistic risk assessment experience.

Content

- IEC 61508 and IEC 61511 background
- Functional Safety Management and the application of the FS lifecycle
- Hazards, Tolerability, Risk and ALARP principles
- Process Hazard Analysis
- Identifying Safe Instrumented Functions from PHA
- Identifying Cause / Consequence Pairs from PHA
- Introduction to case study
- Process Hazard Analysis Exercise
- Risk Graph Calibration - Qualitative
- SIL Determination by risk graphs qualitative
- SIL Determination Exercises - risk graphs qualitative
- Risk Graph Calibration – Semi Quantitative
- SIL Determination by risk graphs Semi Quantitative
- SIL Determination Exercises - risk graphs Semi Quantitative
- Layers Of Protection Analysis (LOPA) - Calibration
- SIL determination using LOPA
- SIL Determination Exercises – LOPA
- SIL determination for Fire and Gas
- Case Studies with typical findings and issues

Course duration

3 days

SIL Validation

Benefit

All plant operators and project engineering teams need to consider instrument protection systems as a part of the overall health, safety and environmental protection facilities. Risks need to be reduced to a tolerable level as required by national regulatory authorities.

In times of rising costs for materials and resources, risk reduction must be handled cost effectively, incorrect verification and validation can mean that costs escalate. If the process is managed following the safety lifecycle model then wasteful over-design or unsafe under-design of instrument protection systems can be limited.

This 3 day comprehensive workshop: Safety Integrity Level Verification and Validation will equip delegates with a practical understanding of the key requirements in IEC 61508 – Functional safety of electrical/electronic/programmable electronic safety systems and IEC 61511 – Functional Safety: Safety Instrumented Systems for the Process Sector

Course Objectives

- The principles and concepts of the internationally agreed standards IEC 61508 and IEC 61511 for safety instrumented systems (SIS)
- Correctly developing the Safety Requirements Specification (SRS) to ensure the requirements are auditable, testable and written for ease of understanding
- How to design a SIS for protecting against process related hazards using the techniques and measures in IEC 61508 and IEC 61511
- The technical information required on all system components including extracting reliability data from manufacturers' certificates, reports including safe failure fractions and applying confidence levels to the data.
- SIL demonstration calculations, and applying confidence levels to the data
- How to identify and calculate the impact of common cause failures
- Requirements for proven in use evidence for existing installed equipment
- Requirements for validation documentation to demonstrate that systems, (including application software and software and hardware integration) have been fully tested checked and approved against the safety requirements specification.

Target Group

Instrument Engineers, Process Engineers and Safety Engineers as well as Operating and Maintenance personnel

Content

- IEC 61508 and IEC 61511 background
- Functional Safety Management and the application of the FS lifecycle
- SIS Safety Requirements Specification
- Common cause failures and influence on reliability
- Safe Failure Fraction and Hardware Fault Tolerance
- Understanding Demand Modes, Failures and failure modes
- Selection of Components and Subsystems including Proven in use
- Understanding technical information / certificates and reports
- Reliability data, interpreting failure data and applying Confidence levels
- Partial Closure Testing
- Validation Planning and reporting
- Practical Exercises
- Case Studies with typical findings and issues

Course duration

3 days

Section I

Section II

Section III

Operations and Logistics. For Example

- Logistics and Supply Chain Management
- Forklift Driver
- Managing Supplier Performance
- Warehouse Management
- TPM for Continuous Improvement
- Plant Maintenance Manager
- Professional and Effective Procurement

Section IV

Section V

Logistics and Supply Chain Management.

Modern logistics management is a comprehensive system including marketing forecast, capacity planning, product development, material management, and disposal handling.

Benefit

This course introduces all these subjects and will focus on the key element - information flow in the organisation and how to run your organisation more efficiently and competitively.

Content

Overview of logistics management
- Definition/ scope/ function
- Development trends of logistics management

Logistics system planning
- Varity / function/ planning of logistics centre
- Procedure of logistics planning

Organisation of logistics management
- Structure of organisation
- Operation system
- Integration of logistics

Distribution system
- Procedure of consignment
- Comparison and selection of transportation
- and distribution

Information system
- Structure and profit of an information system
- Electrical ordering system

Meaning of SCM
- Components of SCM
- Process of SCM

Flexibility
- Response of suppliers
- Management of supply and demand
- JIT: Just in time

SCM strategy
- Network distribution
- Diagnosis of SCM capability
- Strategic reaction
- Gains from SCM

Target group

Logistic supervisor / manager, and personnel involved in production / material handling / inventory activities and purchasing / vendor management

Course duration

5 days

Forklift Driver.

All businesses that use industrial trucks need drivers that can safely, economically and appropriately handle these vehicles. Appropriate training with a final examination is therefore a prerequisite for industrial truck drivers.

Benefit

With the forklift driver course, industrial truck drivers receive the safety training required for their everyday work through theoretical and practical exercises.

Employees who do not have the right driving licence jeopardise their own safety and that of their colleagues.

Content

- Review legislation and fines / penalties
- Outline the responsibilities of owner, employer, supervisors, and workers
- Options available to a driver who is asked to perform unsafe work, or an unsafe act
- Group discussion on experiences of actual incidents or close calls.
- Consequences of unsafe driving of an industrial forklift truck: legal, moral, ethical, social and psychological
- Review the classifications of the industrial forklifts and highlight differences
- Pre-shift inspections
- Stability triangle / trapezoid
- Centre of gravity of the load & centre of gravity of the truck
- Capacity of industrial forklifts, capacity plates (reading & understanding)
- Specific hazards & controls when driving an industrial forklift
- How to respond to an emergency situation involving an industrial forklift truck
- List specific driving rules to your use of industrial forklifts

Target group

Employees working at transportation companies, warehouse, production sites where forklifts are in use

Methodology

The two segments to the forklift certification program include classroom theory & practical evaluation.

Course duration

5 days

Managing Supplier Performance.

Suppliers are a key element within your production or service process. Without the right quality of supplied components your own operations can easily be brought to a standstill. Strong supplier management is therefore a crucial factor in stable operations. Do the supplied products meet the quality criteria for the relevant product category? Are they safe and made according to corporate social standards?

Benefit

Drawing on a wealth of audit experience, the course trainer will introduce practical skills to evaluate suppliers, which will help you to fully understand the “Supplier Management System”.

Learn more about advanced supplier management ideas and practical methods to reduce the risks associated with suppliers.

Content

- Position of supplier management within an enterprise
- Supplier management requirements under ISO 9000
- Supplier performance strategy
- Initial supplier selection
- Initial supplier evaluation
- Quality guarantee (esp. product guarantee)
- Environment management level
- Occupational health/safety/sanitation and human rights
- Management level
- Product applicability
- Price level
- Cost analysis of suppliers
- Cost control of purchasing and procurement
- Annual audit of suppliers
- Supplier management

Target group

Buyers, purchasing supervisors and personnel involved in supply and logistics such as quality engineers, etc.

Course duration

5 days

Warehouse Management.

Looking at an operational plant you can easily see its key processes. Upstream, there are purchasing and supply, downstream are customer demands, and in the middle is the warehouse, which is responsible for the delivery and functioning of a highly efficient production process. This clearly shows that the warehouse is at the heart of the company and plays a very important role in supply chain management.

Benefit

The warehouse can be also regarded as an information transfer hub. This course will help you to understand, establish and manage a warehouse in a modern manufacturing environment.

Content

Position in the supply chain
- Warehouse function development
- Change in warehouse style in modern organisations

On-site warehouse management
- 5s and its implementation on the floor
- Visualisation in the plant
- Implementation and visualisation best practice

- In & out warehouse procedure
- Stock system and recording
- Consistency of account, material, and booking
- Computer application and warehouse safety

Coordination between warehouse and planner / scheduler
- Basic knowledge of inventory management
- Data in the warehouse

Coordination between warehouse and production line
- How to approach the production line
- Production type and delivery approach
- KANBAN and its application

Warehouse facilities
- Material handling and storage equipment introduction
- Facilities design and maintenance

Other
- Stock counting
- Overview of MRPII
- Deal with rejected and returned materials

Target group

Personnel involved in Production/Material handling/warehouse activities

Course duration

5 days

TPM for Continuous Improvement.

Benefit

The advanced maintenance management is a very effective way for plants to reduce costs. This course will make you understand all aspects of maintenance management including approaches and ways of facility management\ preventive maintenance management\ lubrication management\ break-down management\ spare parts management etc. The participants will get a good command of these practical operations and can improve their problem solving ability to keep operations run smoothly.

Content

- Basic maintenance management
- Utilization management system
- Protection and checking system
- Lubrication management
- Machine failure and breakdown management
- Repair / Fix management
- Spare parts management
- TPM and its implementation
- TPM evolution and case studies
- Relationship and comparison of TPM, TQM and JIT
- TPM marrow
- TPM organization chart
- TPM implementation
- TPM Three closed cycles system
- TPM Five principals of implementation
- TPM group activities and motivation

Target group

Maintenance supervisors, managers, production operation

Course duration

5 days

Plant Maintenance Manager.

Benefit

The maintenance training programmes offered by TÜV Rheinland Academy make it possible for maintenance professionals and managers to obtain a tested and recognised additional qualification. Those who participate in the training acquire the required professional knowledge, with a focus on practical application, within a manageable timeframe.

After passing the final exam, participants can use the additional qualification “Maintenance Manager (TÜV)” or, as a qualified engineer, the title “Specialist Maintenance Engineer (TÜV)”.

Through this comprehensive training programme, you will receive an up-to-date overview of the scope of maintenance management, in addition to a recognised and high-quality supplementary qualification.

Content

- Principles of modern maintenance management
- Terms and areas of application
- Economic significance and typical weaknesses
- Organisational concepts
- Weakness analysis
- Creation and functions of a maintenance and inspection system
- Maintenance management tools
- Ordering and spare parts for maintenance
- Business fundamentals
- Maintenance supervision and IT use
- Practical implementation of an IT system
- Future scope of maintenance management
- Maintenance requirements under ISO 9000–9004
- Requirements under environmental law
- Operating instruction system

Target group

Maintenance professionals and managers

Certification

TÜV Rheinland PersCert

Course duration

5 days

Professional and Effective Procurement.

More and more of our business is being conducted by external resources and suppliers. Virtually all functions within a company are cooperating with external suppliers from time to time often even within an international scope. This course concentrates on the underlying principles involved in buying goods or services. Using numerous exercises and case studies it provides a thorough grounding in the fundamentals of the procurement process.
It is intended for participants with some experience but who have received no previous formal purchasing training.

Content

Principles of professional procurement
- The goal of professional purchasing
- The principal processes in purchasing
- Concept of procurement market groups versus concept of material groups
- Spent analysis
  (It would be good to have the companies data available.)
- The concept of the four value design phases
- Elements of an effective purchasing system
- Efficient procurement processes

Negotiations = Move Suppliers!
- What is necessary to move suppliers?
- How to prepare a successful negotiation
- The buying center analysis of sales people
- Common sales strategies for capex goods
- The effective negotiation process for purchasing
- Introduction to understand intercultural problems

Strategic purchasing and global sourcing
- Definition of strategy
- The vision of innovative professional procurement
- Roadmap to vision
- Most effective procurement methods and tools for strategic purchasing
- Global sourcing and international negotiations

Cost reduction with price analysis
- Methods for calculation
- Analyze the cost structure of goods
- How to find a reasonable target price for negotiations
- How to find cost reduction arguments
- Incoterms 2010
- How to find cost reduction potentials in the spent of the company

Supplier relation management
- The basics of modern supplier relation management
- Defining the right criteria for the different purchasing market groups
- How to find good suppliers
- How to develop suppliers
- How to evaluate suppliers
- The value of supplier relationship management for modern negotiations

Target group

Employees from the purchasing, legal and finance departments, sales people

Course duration

5 days

Section I

Section II

Section III

Section IV

Information Technology. For Example

- Disaster Recovery
- ITIL Foundation Course V3
- IT Security Manager

Section V

Disaster Recovery.

Professional disaster prevention.

For many businesses, complex, functioning IT landscapes have become absolutely essential in terms of their market presence and nearly all internal business processes. These businesses must have comprehensive safeguards in place to respond to threats to their IT systems. Emergency prevention and emergency plans are necessary in case the IT system breaks down to the extent that the company‘s survival is in question. Have you already simulated such an emergency situation, putting your system to the test?

Benefit

In this seminar you will learn how to ensure that your company‘s IT system functions properly.

You will become familiar with the organisational aspects of emergency management. We will provide you with a fundamental overview of back-up strategies and their technical implementation, of restart plans and emergency exercises. We use concise and practice-oriented examples to demonstrate models for professional data security, for example – and how these models might look during a disaster.

Content

Day 1

- IT security and risk management: Problems, crises and disasters
- Availability management: securing adequate IT availability
- Disaster recovery: differentiation from normal back-up/recovery and from handling of normal malfunctions
- Business continuity vs. IT continuity: What are the responsibilities within the company, particularly at management level?
- Business continuity planning
- Audits and controlling: How can emergency management remain effective?
- Customers and partners
- Problem management: dealing correctly with minor and major malfunctions
- How to find a malfunction
- Roles and responsibilities: When do you need crisis management?

Day 2

- Data back-up
- Back-up strategies
- Technical implementation: external data storage media, RAID, clustering, clones etc.
- Solutions: local and disseminated Problems with recovery
- Cold, warm and hot stand-by: what are the strategies for replacing malfunctioning components?
- Alternative computing centre: what is the role of an emergency computing centre?
- First steps, restart plans and prioritising tasks
- Emergency operation: how much IT, up to a complete recovery, makes sense?
- Planning disaster recovery management
- Design, timing and cost-benefit analysis for emergency management

Target group

IT managers

Course duration

5 days

ITIL Foundation Course V3.

The foundational training for entering the world of IT service management.

To understand and consistently implement best practices according to ITIL, familiarity with the terminology and fundamentals is required.

Benefit

The foundation training will provide you with this knowledge and practical experience. This training course provides an entry into the ITIL curriculum and offers the best preparation for the ITIL foundation exams.

In this seminar, with its subsequent EXIN certification, participants will gain a complete overview of IT service management. The training focuses on the five aspects of:

- Service operation
- Service design
- Service strategy
- Service transition
- Continual service improvement

The structures of the de facto standards for IT service management will be clearly presented and the core concepts explained to provide service providers with additional skills to better manage processes and services. Participants will be prepared to take the ITIL foundation exam.

Content

Service management as a practice

- The service lifecycle
- Generic concepts and definitions
- Processes and functions
- Key principles and definitions
- Development of success factors for IT service management
- Role models in IT service management

The service desk function

- The single point of contact (SPOC) and the supported processes and structures of a service desk
- Service support processes
- Service catalogue management

Incident management

- Getting IT users back to work quickly after a malfunction
- Problem management:
- Finding the causes of IT malfunctions and providing solutions
- Configuration management:
- Collecting, maintaining and making available information about the IT infrastructure

Change management

- Efficient implementation of changes to the IT infrastructure and reduction of the related risks
- Release and development management
- Planning and professional implementation of new releases in the IT infrastructure

The processes of service delivery

- Service level management
- Defining, agreeing upon, measuring and improving IT services

Financial management

- Planning and monitoring budgets, IT cost calculation, accounting for IT services
- Capacity management – Supplier management

Target group

Directors and CEOs, IT executives, IT managers and employees with responsibilities in the areas of IT support/ help desk, organisation/computer processing, and consulting companies and IT service providers

Methodology

Lectures and exercises

Certification

Training and examination have to be separated. The participants have to sit the examination directly organised by Exin / Pearson. The exam can be taken locally in Riyadh.

Course duration

5 days

IT Security Manager.

Implement an information security management system.

The more companies and institutions become dependent on information and data processing, the more important it becomes to protect against data loss, data corruption and unauthorised data access. To protect your information over the long term, you need to systematically integrate all security measures that can be realised through IT technology into your organisation. According to controlling and transparency laws in different countries and Basel II, companies are required to establish and maintain an information security management system (ISMS).

Benefit

The seminar is practice oriented: you will learn how to plan, establish, monitor, administer and maintain an ISMS for your company.

After successfully participating in this seminar you will be able to perform your duties as an IT security officer or as an employee involved in establishing an ISMS even more professionally and effectively.

Content

Basics of an ISMS
- Advantages to establishing an ISMS
- Introduction to BS 7799 Part 2 and ISO 17799
- The significance of standards
- The structure of BS 7799
- Overview of security controls from BS 7799
- Requirements of those responsible for IT security

Security policy
- Goals, success factors, evaluation
- Threat and risk analysis
- Analysis of weaknesses
- Security scans, penetration tests
- Risk assessment

Costs and selection of measures according to need
- Design and operation of a risk driven ISMS
- Interfaces to other management systems (ISO 9001, ITIL, DSMS, risk management)
- Internal reporting and efficiency monitoring
- Information, awareness-raising measures and training
- Perspectives on audits and certification
- Checklists

Target group

IT managers

Methodology

Lecture and exercises

Certification

TÜV Rheinland PersCert

Course duration

5 days

Management Skills and Human Resources. For Example

- Effective Communication Skills
- Presentation and Public Speaking Skills
- Personnel Planning and Time Management
- Innovative and Creative Thinking
- Supervisory Skills – First-time Manager
- Leadership Skills
- Strategic Planning
- Balanced Scorecard
- Problem Solving and Decision Making
- Crisis Management
- Project Management
- Call Center Management
- Secretarial Skills
- Human Resources Management
- Recruitment and Holding Interviews
- Employee Performance Assessment
- International Contract Law

Effective Communication Skills.

Benefit

Effective communication is always the basis for effective management. Therefore it is essential to be aware of this issue and to train your communicative skills. This course raises your awareness for this topic and trains you on how to use the different tools and instruments for successful communications.

Content

- Introduction
  - Presenter
  - Topic
- What do managers need to communicate?
  - Information
  - Non-verbal communication
  - Exercise: Giving directions
- The climate for effective communication
  - Who creates it
  - Communication rights and responsibilities
- Empowering the employees
  - Encouraging assertiveness
  - Enhancing self esteem
  - Creating opportunities
  - Enhancing problem solving
- Listening to be heard
  - Active listening
  - Exercise: Listening
- Obstacles to effective communication
- Payoffs to effective communication
- Closing
  - Exercise: Communication
  - Remaining handout
  - Questions
  - Evaluations

Target group

First time managers, group leaders, department heads

Methodology

Presentations and Group Works

Course duration

5 days

Presentation and Public Speaking Skills.

Benefit

- Learning how to present information in the clearest, most interesting possible way
- Acquiring the skills you need to sell your ideas and products, to win support for new policies and procedures and to persuade others of your proposals
- Discovering how to relax in front of an audience and make a strong and positive personal impression

Content

- Essential presentation and public speaking skills
- Essential elements and related skills
- Personal behaviour in front of a group
- Simulation of presentation style
- Preparation of outlines
- Knowing your purpose and setting goals
- How to organise the content
- Tips on adjusting content to suit different audiences
- Handling questions
- Handling questions in different locations and situations
- Handling troublesome participants and difficult questions
- Specialised skills
- Using visual aids (transparencies, flipcharts, white boards, etc.) to enhance the effect
- Arranging a suitable environment for the presentation

Target group

First time managers, group leaders, department heads

Methodology

Presentations and Group Works

Course duration

5 days

Personnel Planning and Time Management.

Benefit

Managing your time helps you manage your life and is a skill that everyone can acquire. Only when your time is budgeted and used effectively can you make the best use of it.

The training programme will help you develop a clear concept of time management and provide you with various specific time management tools and action plans, including prioritising tasks and identifying performance versus efficiency. Using these tools will allow you to manage your time successfully and competently and to establish a non-pressurised working environment.

Content

Personal skills

Time management
- New challenges
- Growth and development
- Significance and value of life
- Individual task
- Living without regrets
- Objective management
- Ultimate life blueprint
- Opportunity analysis
- Successful life designation
- Work/life balance

Practical skills
- Self-evaluation and adaptation
- Time saving methods
- Time performance
- Time management through prioritisation

Result
- Successful and confident time management

Management skills

Time management
- Performance and efficiency
- Principle of time investment return
- Individual time management
- Work planning guidelines

Objective management
- Departmental time management
- Staff time planning

Practical skills
- Analysis and allocation of departmental time
- Effective time planning
- Guidance on the use of staff time
- Action plan

Result
- A non-pressurised working environment

Target group

First time managers, group leaders, department heads

Methodology

Presentations and Group Works

Course duration

5 days

Innovative and Creative Thinking.

Innovation has always been the driving force behind the success of a company. Yet, given the current economic situation, it has become more important than ever before. Competitors rapidly overtake companies that are not innovative. New technology and new products provide a company with more business opportunities than any other factor.

Benefit

Learn more about:

- How to put a concept into practice by means of interdisciplinary teamwork
- How to develop USP´s in order to gain decisive advantages
- How to remain in touch with the latest tools, professions and developments and monitor both national and international competitors.
- How to adapt processes to make innovations possible
- How to achieve a compromise between creativity and practicality

Content

- Consumer and market aspects of innovation management
- Processes and methods for developing innovations
- Customer-guided improvements
- Measuring techniques
- Cultural aspects
- Technology and its influence on innovation
- Tools and techniques
- Standardisation of products and services
- Increasing capacity for innovation
- Information procurement and analysis
- Problems with product/service development
- Innovation engines
- Process reorganisation

Target group

Middle management, Business development managers, Innovation managers

Methodology

Presentations and Group Works

Course duration

5 days

Supervisory Skills – First-time Manager.

Benefit

Learn
- how to cultivate a positive working attitude and boost confidence
- how to grasp the skill of setting departmental goals
- how to manage and effectively motivate the team
- how to improve communication and problem solving skills
- how to improve self-management

Content

- The role and responsibilities of a first-time manager
- Five responsibilities of a manager
- Nine skills a first-time manager must grasp
- Establishing your leadership style
- Situational leadership
- Developing an appropriate management style
- Effective communication and coordination
- Motivating the team
- Time management
- How to delegate and empower
- Meeting management
- Team management
- Individual development
- Achieving team tasks
- Managing the team

Target group

First-time or would-be first-time supervisors / managers

Course duration

5 days

Leadership Skills.

Benefit

This workshop is aimed at mid and senior-level managers to support them in their roles as leaders in a changing internal and external business environment. Managers are encouraged to adopt a creative style of leadership so that organisational effectiveness can be enhanced through strategic planning and business process redevelopment.

Content

Leadership in the modern environment
- The changing environment
- The patterns of change
- Changing the management paradigm
- Anticipation & strategic change
- Manager leadership

Leadership in organisations
- Business development & objectives
- Development of organisations and their culture
- Core competency
- Innovation
- SWOT analysis & strategies
- Organisational visions
- Organisational missions

Strategic planning
- Back to the future management
- Mission success factor
- Opportunity assessment
- Strategic planning
- Goal setting
- Task cycle
- Management road mapping

Business process planning & implementation
- Overview
- Sales & operations planning
- Demand management planning
- Process planning techniques
- Master scheduling
- Implementation
- Continuous business improvement
- Re-engineering
- Universal competition
- Empowerment & employee leadership
- The endless road to customer satisfaction
- Knowledge creation organisation
- Innovation organisation

Target group

First time managers, department heads, supervisors

Methodology

Presentations and Group Works

Course duration

5 days

Strategic Planning.

The consequential implementation of strategies is the requirement for the realisation of visions. Today, markets are only seldom regional and straightforward. As a result of this, globalisation and market changes demand that all market participants face new challenges on a daily basis. Early strategic action is a major requirement for securing competitive advantages at the right time. Collaboration with competitors and/or strategic partners offers a good opportunity to solidify and expand your own position in increasingly competitive markets.
The well-founded development of future-oriented corporate and business strategies makes it possible to create long-term competitive advantages. By means of a clear strategic positioning, the foundations for a successful expansive corporate development can be laid, which in turn leads to a long-term increase in company value. The basis for successful strategy development is formed by the analysis of the branch and competitive situation as well as an analysis of the company itself. Strategy development ranges from the development of the vision and the overall company strategy to the development and design of corporate models to strategy quantification and the planning of measures.

Benefit

Learn more about:
- The context of a strategy process
- How to develop a clear business strategy
- How to implement strategies
- Tools for strategy implementation
- How to deal with uncertainties in the planning process

Content

- Strategy as part of the organisation
- The 7-S model
- The value chain
- Integration and expansion strategies
- Industry analysis
- Competitive strategies
- Signalling
- Portfolio strategies
- Globalisation
- Synergies
- Shock vs. incrementalism

Target group

General Managers, department heads, supervisors

Methodology

Presentations and Group Works, case studies

Course duration

5 days

Balanced Scorecard.

Strategy development always takes place in times of uncertainty. Traditional concepts presuppose a predictable sequence of events. But how do companies develop strategies for a reality which is characterised by constant change? In order to be able to achieve a long-term competitive advantage, companies require strategies that can be integrated into the everyday life of the company and function as controlling and managerial instruments.
In the last 20 years, numerous methods of defining and discovering strategies have been developed. However, these different methods, which cover observations about customers, competitors, products, technology and trends and are attached to a number of portfolio techniques, have not sufficiently taken one particular aspect into consideration: the implementation of the strategy. A systematic procedure for implementing a corporate strategy and establishing a process, the "continuous strategy development," has become essential to the survival of many companies, which are active in intensely competitive and extremely dynamic markets.
The "balanced scorecard" is an instrument which translates a corporate strategy into a key data system. The key data system is called upon to control the management processes of a company (communication and further development of the strategy, corporate planning, incentive systems, strategic initiatives, etc) and to systematically develop them further according to the strategy. As such, the BSC can be understood as a strategic management system or instrument.

Benefit

- Learn more about the application of a Balanced Scorecard within the Strategy development and implementation process
- Understand how a Balanced Scorecard is implemented
- Realize the limitations of a BSC

Content

- Balanced Scorecard – a strategic management system
- BSC: four perspectives of the company
- Key data areas
- Quantitative and qualitative units of measurement
- Creation and development
- The Balanced Scorecard as a communication instrument
- Application in the planning process

Target group

General Managers, department heads, emplyees strategy department, process managers

Course duration

5 days

Problem Solving and Decision Making.

Benefit

In response to the different tasks and challenges a project team faces, this program will help participants to:

- Learn how to effectively and systematically use problem-solving methods and techniques
- Learn how to make quality decision more effectively
- Apply methods of promoting communication and eliminating people and conflicts which arise from facing problems
- Develop and empower the potential of human resources.

Content

Introduction
- The mind-set
- The overview
- Objectives of PSDM

The dynamics of problem solving
- Communication
- Thinking
- People
- Motivation and Behaviour

A systematic approach to problem solving
- Identifying the problem
- Techniques
- Developing the potential problem
- Problem classification
- Principle and categories
- Methods and techniques
- Analysing the problem
- Factors
- Methods and techniques
- Developing alternatives
- Methods and techniques
- The options
- The alternatives
- Decision making
- Consideration
- Conditions and methods
- Decision quality
- Benefit analysis
- Risk and feasibility checking
- Implementation
- Planning
- Testing
- Observation and evaluation
- Contingency and change management
- Action plan
- Auditing and checking
- Reporting and recording

Case studies and exercises

Target group

First time managers, department heads, supervisors

Course duration

5 days

Crisis Management.

Crisis management plays an important role in the enterprise management field as various crises may occur in today's increasingly complicated operational and cultural environment. Such crises could have disastrous effects and are not limited to natural or human factors, as the complexity of our modern technology and information era aggregates the impact of the crises on our daily operations.
Therefore, common practices link crisis management with the importance of business continuity. Mismanagement leads to bankruptcy and the disruption of our operations, whereas a solid and well-oiled crisis management mechanism regards a crisis as a way forward and a chance to pull the company together.

Benefit

The three-days training course explores the origin and evolution of crisis and analyses various crises experienced by many companies in order to understand the basic principles of crisis management. In addition, the composition of crisis management processes are demonstrated through practical procedures, skills and methodology to define the very core issue of crisis management, i.e. the forecast, containment, reduction and elimination of business risks.

Content

Definition of a crisis
- Economic, informational, human
- resource, reputation, supply chain,
- psychopathic, natural disasters

Four stages of crisis
- Crisis Indication Stage – Warning -precursor and symptom-pre-crisis
- Acute crisis stage – Point of no return – Crisis has occurred
- Crisis resolution stage – Patience and confidence
- Chronic crisis stage – Lingering on, perhaps
- indefinitely; period of self doubt and self-analysis

Crisis management
- Fink's Three-Stage Model
  - Identifying the crisis
  - Isolating the crisis
  - Managing the crisis
- Augustine's stages of crisis Management
  - Avoiding the crisis
  - Preparing to manage the crisis
  - Recognising the crisis
  - Containing the crisis
  - Resolving the crisis
  - Profiting from a crisis

Risk Management Plan
- Legal Audit
- Facility Audit

Focuses of crisis management
- Staff training
- Emergency plan
- Preventive maintenance plan
- Verification procedure
- Early warning system
- Probability-impact matrix
- Strategic management – business continuity
- Crisis and public relation management
- Testing of crisis management
- Assessment of the plan

Plan and procedure of crisis management
- Training
- Facilities
- Equipment
- Contingency plan
- Communication plan
- Management of after-event activities
- Dealing with public relations
- Information system and documentation

Target group

General Managers, First time managers, department heads, supervisors

Course duration

5 days

Project Management.

Benefit

After a 4-day project management workshop, participants will:

- Understand the concept and philosophy of projects
- Understand the role & responsibilities of a project manager
- Learn how to use appropriate tools to define, plan, implement, and evaluate small to medium-sized projects
- Improve people management soft skills during the project management so as to effectively handle problems during project implementation

Content

Introduction

- Project Management Introduction (Definitions and characteristics of project and project management)
- System Thinking (Matrix structure analysis, functions of project management in an enterprises)
- Role Change (competencies required for a successful project manager)

Hard Skills

- Defining
- Define project scope (scoping management)
- Identify project milestones
- Planning
  - Work breakdown (WBS)
  - Dependency analysis (network)
  - Estimation of responsibilities, resources and skills (resource matrix)
  - Calculation of critical path (identify floating, crash critical path)
  - Scheduling (Gantt chart)
  - Resource load balancing (resource load histogram)
  - Budgeting (cost management)
  - Plan wrap-up
  - Implementing
- Process controlling (quality management)
- Review

Soft Skills

- Set project goals & objectives
- Make out the game rules
- Establish the information system
- Risk Management
  - Identify risks
  - Evaluate risks
  - Prepare risk management solutions (preventive actions and contingent actions)
- Project team building (interpersonal communication, motivation, delegation, etc.)
- Project team performance management (goal setting, process coaching, performance evaluation and rewards, etc.)
- Problem solving (dealing with variances, prediction and treatment of difficult situations, etc.)
- Project meeting management
- Project reporting

Target group

First time managers, department heads, supervisors, staff working in project and interdisciplinary teams

Methodology

Simulations and Case Studies – Group Works

Course duration

5 days

Call Center Management.

Still a relatively new concept until just a few years ago, call centres have undergone rapid development in Europe and the US in recent years. Based on new technical solutions, they have developed into an important tool for improved customer service and better marketing. Now, call centres are also playing an ever increasing role in the Middle East.

Benefit

This course will introduce the concept of call centres and how it leads to better results. Introductions to the basic concept are combined with practical solutions.

Content

Basics and the importance of the new service: the call centre
- Importance of telemarketing
- Different methods of use
- Positioning in the market
- Telephone marketing as important tool for the company
- Call centres as a cross function between the company and the customer

Telephone Training
- Inbound & outbound
- Taking new orders via telephone
- Hotline service
- Establishment of a positive atmosphere
- Focus on customer needs
- People management via telephone
- Opening, structure and closing of calls
- Communication techniques in active and reactive calls
- How to get customers back
- How to handle angry customers
- Voice and language

Telesales
- Direct marketing
- Market research
- Cross selling

Introduction to e-commerce
- Digital order processing between company and customer
- Electronic procurement
- Electronic retailing
- Electronic payment
- Legal questions

Technical solutions
- Automatic call distribution
- Integration of computer and telephone
- Multimedia and communication
- Preview dialling, interactive voice response
- Service telephone numbers

Target group

New call centre employees, employees from the sales and marketing department

Course duration

5 days

Secretarial Skills.

Benefit

Upon completion of this seminar, participants will be able to:

- Effectively master face-to-face and telephone communication
- Find their role and responsibilities in the company
- Act as intermediary between managers and colleagues
- Communicate effectively with your general manager
- Recognise the importance of body language
- Manage their time effectively

Content

Role of the secretary in the company

- Different types of company and operational systems
- Relationships between different positions
- Responsibilities of the secretary
  - tasks
  - job description
  - three kinds of secretaries

Using the telephone effectively

- Obtaining information in a satisfactory manner
- Making appointments
- Dealing with client complaints and following them up
- Handling difficult people and situations

Improving the communication

- Learning to say „no“
- Improving communication skills
- Listening to and communicating with others
- Oral communication: Risks and benefits
- Overcoming personal barriers

Short and long term planning

- Planning your working day
- Establishing priorities when everything is important
- Handling the necessary arrangements for meetings and conferences
- Useful tools for time management
- Communication and information tools
- Coordination and provision

Effective file management

- Classifying documents for convenient work
- Choosing the right tools
- Efficient organisational systems

Target group

Executive secretaries, all secretarial staff, business and administrative assistants

Course duration

5 days

Human Resources Management.

Benefit

At the end of this training course, all HR and non-HR staff will have a thorough understanding of the role of HR and will be able to grasp the relevant knowledge and skills.
They will also better understand the working relationship between HR staff and non-HR staff so that their overall management skills are improved.

Content

- The challenges caused by a changing environment: from personal administration to human resource management
- The company strategy and its key competitiveness
- How line managers co-operate with HR managers
- Management and organisational design within a department
- Practical Human Resources structuring within a department
- Job profiles: How to ensure a positive and effective working structure
- Position design: Analysis of different positions, their description and evaluation
- Staffing management
- What does a structured recruitment process look like?
- How to conduct a hiring needs analysis
- How to read CVs effectively
- What is a structured interview? How to develop a structured interview question list
- Interview techniques for some typical positions.
- How to discuss wages with a candidate
- Performance management and C&B design
- Performance management: objectives and processes
- Different methodologies used during performance management
- How to manage the annual performance evaluation: Evaluation mistakes
- On-the-job coaching and annual performance evaluation: key points, approaches and skills
- Department capability matrix design
- Salary management by the department manager
- Training and development, discipline management
- How to design and manage a department training system
- How to plan for staff career development
- How to create a positive working environment
- Disciplinary actions, employment law and risk avoidance
- How to manage staff resignation

Target group

HR staff and supervisors and managers of different departments

Course duration

5 days

Recruitment and Holding Interviews.

Benefit

This program covers the entire hiring process. Topics include recruiting resources, conducting different types of interviews, avoiding legal pitfalls of interviewing and hiring and the final selection procedure. Recruitment plans that cut costs, save time and attract the best candidates… Interview skills that will win over the best people… and keep you free of legal hassles… Selection techniques to ensure you never make a hiring mistake again.

Content

Recruitment - recruitment challenges
- Workplace diversity
- The changing composition of tomorrow's work force
- Contingency work force
- Low-wage work force
- Special interest groups
- Workplace literacy
- Alternative work arrangements
- Violence in the workplace

Preparation
- Analysing job specifications
- Job descriptions
- The changing role of unions

Pre-interview Activities
- Telephone screening
- Background and qualifications
- Scheduling interviews
- Interview conditions
- Key questions
- Perception

Legal Considerations
- Avoiding discrimination charges
- Pre-employment questions

The face-to-face interview
- Establishing the format
- How to begin
- Talking versus listening
- Note-taking
- Effective and ineffective questioning techniques
- Difficult interview situations
- Team interviews
- How and when to end the interview
- Effective interviewing guidelines

Post-interview Documentation
- Objective statements
- Recording relevant information
- Documenting entry-level interviews
- Sample documentation

Pre-employment and employment testing
- Testing advantages and disadvantages
- Testing guidelines

The final choice
- References
- Final selection considerations

Target group

This seminar is recommended for professionals with less than two years' experience in hiring employees. Human resources assistants, administrators, recruiters, recruiting managers, employment managers, and HR specialists.

Course duration

5 days

Employee Performance Assessment.

Benefit

By sharing awareness, exploring group insights, and reviewing generic models, participants will learn to use a variety of tools to design or adapt existing performance appraisal systems to effectively manage employee performance issues in their work environment.

Content

The need for performance appraisal
- The essential elements of high-quality performance
- Serves as a feedback and planning system
- Serves as a base for reward administration
- Serves to measure the human resources inventory

The appraisal process
- Generic components
- Various appraisal approaches
- The “fairness” issue
- The “subjectivity” issue

The appraisal system
- Identifying assessment criteria
- Managing assessment standards
- Developing a management-employee agreement
- Sample assessment forms - compare and contrast

The appraisal interview
- Maintaining an effective management-employee dialogue
- Discussion on contribution
- Adopting a problem-solving approach
- Applying common communication principles
- Goal and standard setting for the next period
- Management support issues
- Case illustrations

Target group

HR staff and supervisors and managers of different departments

Course duration

5 days

Team Management.

Benefit

Learn

how to cultivate a positive working attitude and boost confidence

how to grasp the skill of setting departmental goals
how to manage and effectively motivate the team

how to improve communication and problem solving skills
how to improve self-management

Content

The role and responsibilities of a team leader/manager

Five responsibilities of a manager - Nine skills manager must grasp

Establishing your leadership style - Situational leadership

Developing an appropriate management style

Effective communication and coordination

Motivating the team

Time management

How to delegate and empower - Meeting management

Team management

Individual development

Achieving team tasks Managing the team

Target group

Team Management

Course duration

3 days

Thinking Outside the Lines for Managers and Supervisors.

The consequential implementation of strategies is the requirement for the realisation of visions. Today, markets are only seldom regional and straightforward. As a result of this, globalisation and market changes demand that all market participants face new challenges on a daily basis. Early strategic action is a major requirement for securing competitive advantages at the right time. Collaboration with competitors and/or strategic partners offers a good opportunity to solidify and expand your own position in increasingly competitive markets.

The well-founded development of future-oriented corporate and business strategies makes it possible to create long-term competitive advantages. By means of a clear strategic positioning, the foundations for a successful expansive corporate development can be laid, which in turn leads to a long-term increase in company value. The basis for successful strategy development is formed by the analysis of the branch and competitive situation as well as an analysis of the company itself. Strategy development ranges from the development of the vision and the overall company strategy to the development and design of corporate models to strategy quantification and the planning of measures.

Benefit

Learn more about:

- The context of a strategy process - How to develop a clear business strategy
- How to implement strategies Tools for strategy implementation
- How to deal with uncertainties in the planning process

Content

Strategy as part of the organisation - The 7-S model
The value chain
Integration and expansion strategies - Industry analysis
Competitive strategies
Signalling
Portfolio strategies
Globalisation
Synergies Shock vs. incrementalism

Target group

General Managers, department heads, supervisors

Methodology

Presentations and Group Works, case studies

Course duration

3 days

Creative Thinking.

This course allows participants to understand the growing need for creativity in organizations and how such creativity may be fostered and developed in themselves and their staff. At the same time it will help equip participants with the ability to recognize, appreciate and manage the creativity of staff within their own departments and to help change organizational culture in order to foster creativity in the workplace.

Benefit

- To recognize why creative thinking is essential for success in the workplace.
- To define and recognize the various elements of creative thinking.
- To identify the mental blocks that effect creative thinking and describe skills to challenge them.
- To enable participants to both understand and use various techniques in order to improve their own creative processes.
- To develop the skill to challenge self-imposed assumptions and to develop "out-of-the-box" thinking styles.
- To use various creative thinking techniques to assist in a more creative approach to problem solving within the workplace.

Content

The need for a new creative thinking mindset

- Paradigm Shifts
- The Changing Environment
- The Need to Add Value through Other Means.
- Adding Value Through Creativity
- Problem Solving and Creativity
- Creative Thinking
- What is Creativity?
- Creativity and Management
- The Six Phases of Creative Thinking

Mental Blocks that Affect Creativity

- Negative Attitude
- Fear of Failure
- Executive Stress
- Following Rules
- Assumptions
- Over-Reliance on Logic
- Believing You are not Creative

Creativity Blockbusters

- Attitude Adjustment
- Risk-Taking Techniques
- Stress Safety Valves
- Breaking the Rules
- Checking Assumptions
- Your "Internal" Creative Climate
- Creative Beliefs Process of Generating Creative Ideas
- Vertical Thinking and Lateral Thinking
- Convergence, Divergence and Evaluative Thinking
- Creativity versus Innovation
- Generate Lots of Possibilities
- The One Minute Idea Generator
- SCAMPER Technique
- Questions Summary
- Problem Reversal
- Six Thinking Hats
- Excursions
- Brainstorming
- Mind Mapping

Target group

First time managers, department heads, supervisors

Methodology

Presentations and Group Works, case studies

Course duration

3 days

Six Thinking Hats.

The Six Thinking Hats System promotes a common language of communication and effective thinking within the organization in order to harness the thinking potential of all of its employees. It is a simple and effective system that allows everyone to separate thinking into six distinct categories in order to focus or direct the thinking or discussion in directions where it is most needed.

Benefit

The Six Thinking Hats Program will help you and your team to:

- Foster collaborative thinking and interaction by keeping egos and "turf protection" in check.
- Reduce the adversarial approach in all interactions.
- Promote the use of several different ways of thinking so that people don't get trapped by negative or critical approaches.
- Develop a framework that encourages different kinds of thinking and provides a more open, creative climate for discussion.
- Create parallel thinking to harness ideas from everyone in the organization.
- Make time for creative thinking to develop alternative and innovative solutions.
- Run more effective and productive meetings.

Content

- Escape from time-consuming adversarial thinking habits
- Apply the Six Thinking Hats to explore any subject, problem or opportunity
- Use the Six Hats to break down thinking into manageable steps and avoid the confusion of trying to think about everything at once
- Use each hat in unison with partners and in groups to generate the sharp focus and synergy of parallel thinking
- Achieve a wide range of powerful results by varying the sequence in which the Six Hats is applied
- Introduce the Six Hats Method to your organisation

Target group

General Managers, First time managers, department heads, supervisors

Course duration

3 days

QMS 9001:2008 OJT Audit.

QMS On-the-Job (OJT) or Activity based training can be best described as a process where new auditors learn by performing under observation and having their work assessed within the workplace. It is the fastest and most secure way to ensure behavioral change post training; but capturing and managing these processes and related data in an efficient manner is difficult.

Benefit

You will learn how to plan and carry out audits practically by monitoring and guided by the lead auditor during a real audit, we will show you how to align an existing management system with normative requirements.

You will be able to assess reports on audit results and present them professionally.

After participating in this course, you will be able to carry out internal and external audits and determine whether the management system meets the requirements of DIN EN ISO 9001.

Content

Planning the audit
Goal setting/scope, responsibilities, resources, processes, continuous improvement, teamwork
Carrying out the audit
Reason for the audit, audit plan, external audit, checklists, teamwork (process alignment with normative requirements)
Communication
Questioning methods, audit disclosure, audit questions, active listening, communication problems
Audit results/report
Summary, alignment with the goals of the audit, potential for improvement, approval
Fundamentals of accreditation and certification procedures

Target group

First time managers, department heads, supervisors

Methodology

Presentations and Group Works, case studies

Course duration

3 days

Time Management.

Benefit

Managing your time helps you manage your life and is a skill that everyone can acquire. Only when your time is budgeted and used effectively can you make the best use of it.

The training programme will help you develop a clear concept of time management and provide you with various specific time management tools and action plans, including prioritising tasks and identifying performance versus efficiency. Using these tools will allow you to manage

your time successfully and competently and to establish a non-pressurised working environment.

Content

Personal skills

Time management

New challenges
Growth and development
Significance and value of life
Individual task

Living without regrets
Objective management

Ultimate life blueprint

Opportunity analysis

Successful life designation
Work/life balance

Practical skills

Self-evaluation and adaptation
Time saving methods
Time performance
Time management through prioritisation
Result
Successful and confident time management

Management skills

Time management
Performance and efficiency
Principle of time investment return
Individual time management
Work planning guidelinesObjective management
Departmental time management
Staff time planning

Practical skills

Analysis and allocation of departmental time

Effective time planning
Guidance on the use of staff time

Action plan

Result

A non-pressurised working environment

Target group

First time managers, group leaders, department heads

Methodology

Presentations and Group Works

Course duration

3 days

EMS 14001:2004 OJT Audit.

EMS On-the-Job (OJT) or Activity based training can be best described as a process where new auditors learn by performing under observation and having their work assessed within the workplace. It is the fastest and most secure way to ensure behavioral change post training; but capturing and managing these processes and related data in an efficient manner is difficult.

Benefit

You will learn how to plan and carry out audits practically by monitoring and guided by the lead auditor during a real audit, we will show you how to align an existing management system with normative requirements.

You will be able to assess reports on audit results and present them professionally.

After participating in this course, you will be able to carry out internal and external audits and determine whether the management system meets the requirements of ISO 14001.

Content

Planning the audit

Goal setting/scope, responsibilities, resources, processes, continuous improvement, teamwork

Carrying out the audit

Reason for the audit, audit plan, external audit, checklists, teamwork (process alignment with normative requirements)

Communication

Questioning methods, audit disclosure, audit questions, active listening, communication problems

Audit results/report

Summary, alignment with the goals of the audit, potential for improvement, approval

Fundamentals of accreditation and certification procedures

Target group

First time managers, department heads, supervisors

Methodology

Presentations and Group Works, case studies

Course duration

3 days

OHSMS 18001:2007 OJT Audit.

OH&S MS On-the-Job (OJT) or Activity based training can be best described as a process where new auditors learn by performing under observation and having their work assessed within the workplace. It is the fastest and most secure way to ensure behavioral change post training; but capturing and managing these processes and related data in an efficient manner is difficult

Benefit

You will learn how to plan and carry out audits practically by monitoring and guided by the lead auditor during a real audit, we will show you how to align an existing management system with normative requirements.

You will be able to assess reports on audit results and present them professionally.

After participating in this course, you will be able to carry out internal and external audits and determine whether the management system meets the requirements of OHSAS 18001.

Content

Planning the audit
Goal setting/scope, responsibilities, resources, processes, continuous improvement, teamwork
Carrying out the audit
Reason for the audit, audit plan, external audit, checklists, teamwork (process alignment with normative requirements)
Communication
Questioning methods, audit disclosure, audit questions, active listening, communication problems
Audit results/report
Summary, alignment with the goals of the audit, potential for improvement, approval
Fundamentals of accreditation and certification procedures

Target group

First time managers, department heads, supervisors

Methodology

Presentations and Group Works, case studies

Course duration

3 days

EnMS 50001:2011 OJT Audit.

EnMS On-the-Job (OJT) or Activity based training can be best described as a process where new auditors learn by performing under observation and having their work assessed within the workplace. It is the fastest and most secure way to ensure behavioral change post training; but capturing and managing these processes and related data in an efficient manner is difficult.

Benefit

You will learn how to plan and carry out audits practically by monitoring and guided by the lead auditor during a real audit, we will show you how to align an existing management system with normative requirements.

You will be able to assess reports on audit results and present them professionally.

After participating in this course, you will be able to carry out internal and external audits and determine whether the management system meets the requirements of ISO 50001.

Content

Planning the audit
Goal setting/scope, responsibilities, resources, processes, continuous improvement, teamwork
Carrying out the audit
Reason for the audit, audit plan, external audit, checklists, teamwork (process alignment with normative requirements)
Communication
Questioning methods, audit disclosure, audit questions, active listening, communication problems
Audit results/report
Summary, alignment with the goals of the audit, potential for improvement, approval
Fundamentals of accreditation and certification procedures

Target group

First time managers, department heads, supervisors

Methodology

Presentations and Group Works, case studies

Course duration

3 days

ISMS 27001:2005 OJT Audit.

ISMS On-the-Job (OJT) or Activity based training can be best described as a process where new auditors learn by performing under observation and having their work assessed within the workplace. It is the fastest and most secure way to ensure behavioral change post training; but capturing and managing these processes and related data in an efficient manner is difficult.

Benefit

You will learn how to plan and carry out audits practically by monitoring and guided by the lead auditor during a real audit, we will show you how to align an existing management system with normative requirements.

You will be able to assess reports on audit results and present them professionally.

After participating in this course, you will be able to carry out internal and external audits and determine whether the management system meets the requirements of ISO 27001.

Content

Planning the audit
Goal setting/scope, responsibilities, resources, processes, continuous improvement, teamwork
Carrying out the audit
Reason for the audit, audit plan, external audit, checklists, teamwork (process alignment with normative requirements)
Communication
Questioning methods, audit disclosure, audit questions, active listening, communication problems
Audit results/report
Summary, alignment with the goals of the audit, potential for improvement, approval
Fundamentals of accreditation and certification procedures

Target group

First time managers, department heads, supervisors

Methodology

Presentations and Group Works, case studies

Course duration

3 days

FSMS 22000:2005 OJT Audit.

FSMS On-the-Job (OJT) or Activity based training can be best described as a process where new auditors learn by performing under observation and having their work assessed within the workplace. It is the fastest and most secure way to ensure behavioral change post training; but capturing and managing these processes and related data in an efficient manner is difficult.

Benefit

You will learn how to plan and carry out audits practically by monitoring and guided by the lead auditor during a real audit, we will show you how to align an existing management system with normative requirements.

You will be able to assess reports on audit results and present them professionally.

After participating in this course, you will be able to carry out internal and external audits and determine whether the management system meets the requirements of ISO 22000.

Content

Planning the audit
Goal setting/scope, responsibilities, resources, processes, continuous improvement, teamwork
Carrying out the audit
Reason for the audit, audit plan, external audit, checklists, teamwork (process alignment with normative requirements)
Communication
Questioning methods, audit disclosure, audit questions, active listening, communication problems
Audit results/report
Summary, alignment with the goals of the audit, potential for improvement, approval
Fundamentals of accreditation and certification procedures

Target group

First time managers, department heads, supervisors

Methodology

Presentations and Group Works, case studies

Course duration

3 day

International Contract Law.

Business contacts with companies in other countries are no longer limited to large, international enterprises. Increasingly, contractual relationships with foreign business partners are entering the realm of everyday business for mid-sized companies too. If you do not want to learn the hard way, you should gain familiarity with the fundamentals of handling these sorts of business relationships. The seminar addresses the most significant legal problems in drafting contracts for doing international business, particularly questions regarding applicable law, place of jurisdiction, payment assurance, transportation and liability risks. The goal of the seminar is to demonstrate typical sources of error and to provide support for minimising risk.

Content

- Convention on contracts for the international sale of goods (CISG)
- UN regulations
- Sources for standard terms and conditions
- The critical integration clause
- Liquidated damages / penalties
- Bonds and bank guarantees
- Conflict of laws and choice of law clauses
- Suspension and termination
- Contract administration
- Warranty issues
- Dispute resolution

Target group

Employees from the purchasing, legal and finance departments

Course duration

5 days

Further Information.

Contact

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