

Public Training  
Private Training  
Live Online  
eLearning

# BSI Training Academy

## Business improvement courses

bsi.



# Business Improvement Training

Organizations must keep improving in order to survive and succeed. The concept of continual improvement is embedded within all management systems. These training courses are designed to support your organization's drive for success. You may already be certified to one or more management systems standards, and you may also be interested in developing your organizational resilience.

## Root Cause Analysis

Root cause analysis is one of the most common actions required at every organization to solve day-to-day operational problems. These courses will help you learn and implement a practical approach to systematically identify the problem, understand the situation, root out the cause, and make sure the problem remains resolved.

**Available courses:**

- Effective Root Cause Analysis
- Developing and Managing KPIs

## Process Improvement Auditor

BSI's Auditor Qualification program combines courses, exclusively developed by our industry experts, with assessment experience to give you the skills and knowledge in process improvement to become a recognized professional auditor.

**Auditor qualification pathway:**

- Requirements
- Internal Auditor
- Lead Auditor
- Process Improvement Auditor
- Practical Application



# More Business Improvement Training

## Essential Communication Skills for Auditors

---

This course provides auditors with the necessary tools to communicate effectively with audit team members, audit management, and others involved in the audit process. Concepts include preparing the audit plan, interacting while conducting the audit, and preparing the audit findings and recommendations.

## Management System Audit Report Writing

---

In this course you will learn the skills and techniques to write an accurate audit report that provides the right facts and communicates all findings in a clear, succinct way.

## Effective Implementation of Documented Information Systems

---

This course will help you develop an understanding of the document information systems and the practical methodologies to implement management controls regardless of media type.

## Eight Disciplines of Team-Oriented Problem-Solving Techniques

---

This course will provide you with an overall understanding of the eight disciplines (8D) methodology, show you how to identify the root cause of a problem, and ways to establish corrective actions and monitor their effectiveness.

## Problem Solving with Seven Quality Control (7QC) Tools

---

Problem solving is a universal competency that applies to every industry and organization. This course will equip you with the required skills to construct, utilize, and interpret data from the 7QC tools to effectively improve the quality of your products and services.

## Process Mapping Toolbox Towards Excellence

---

This course will introduce you to the purpose of process mapping, the various approaches for daily operation and process improvement, and how to apply process mapping effectively in your organization.



# BSI Auditor Qualifications

We've developed a range of auditor qualifications to give you the skills and knowledge you need to be an effective auditor, and by teaching you techniques in process improvement to become an auditor professional.

By successfully completing a set of courses and assessments, you'll earn a BSI Mark of Trust, assuring confidence in your auditing experience.

## Practitioner

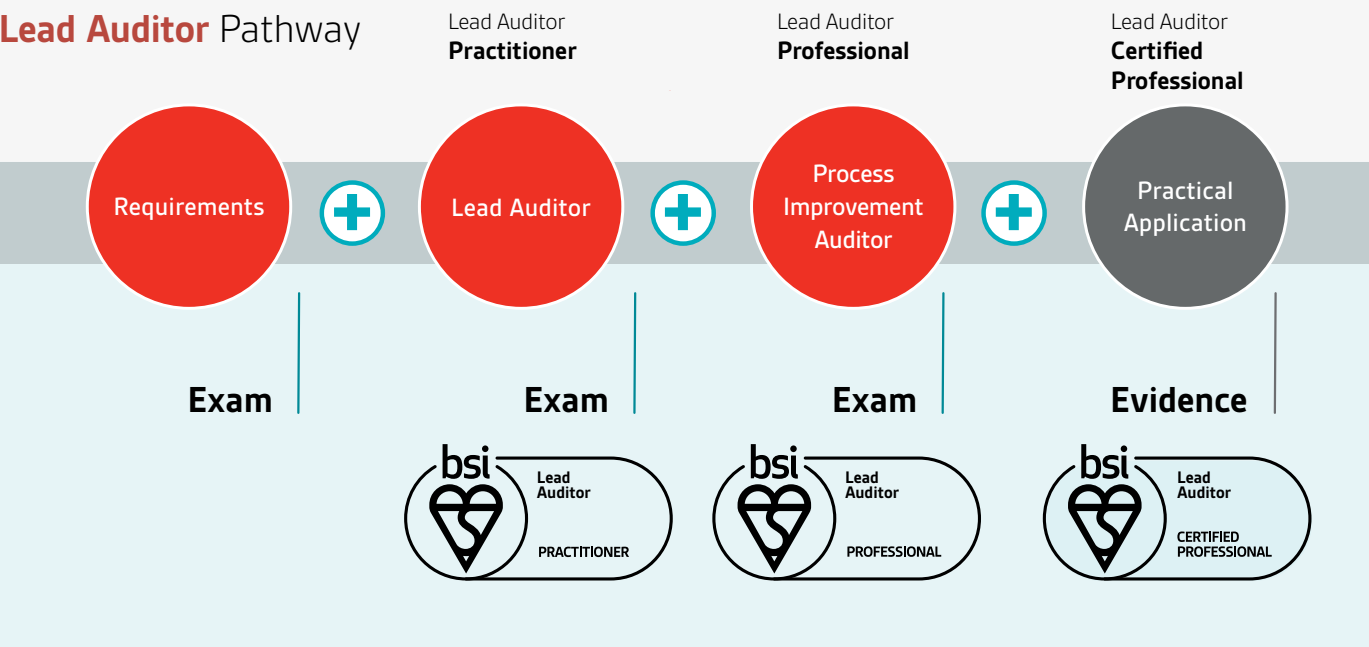
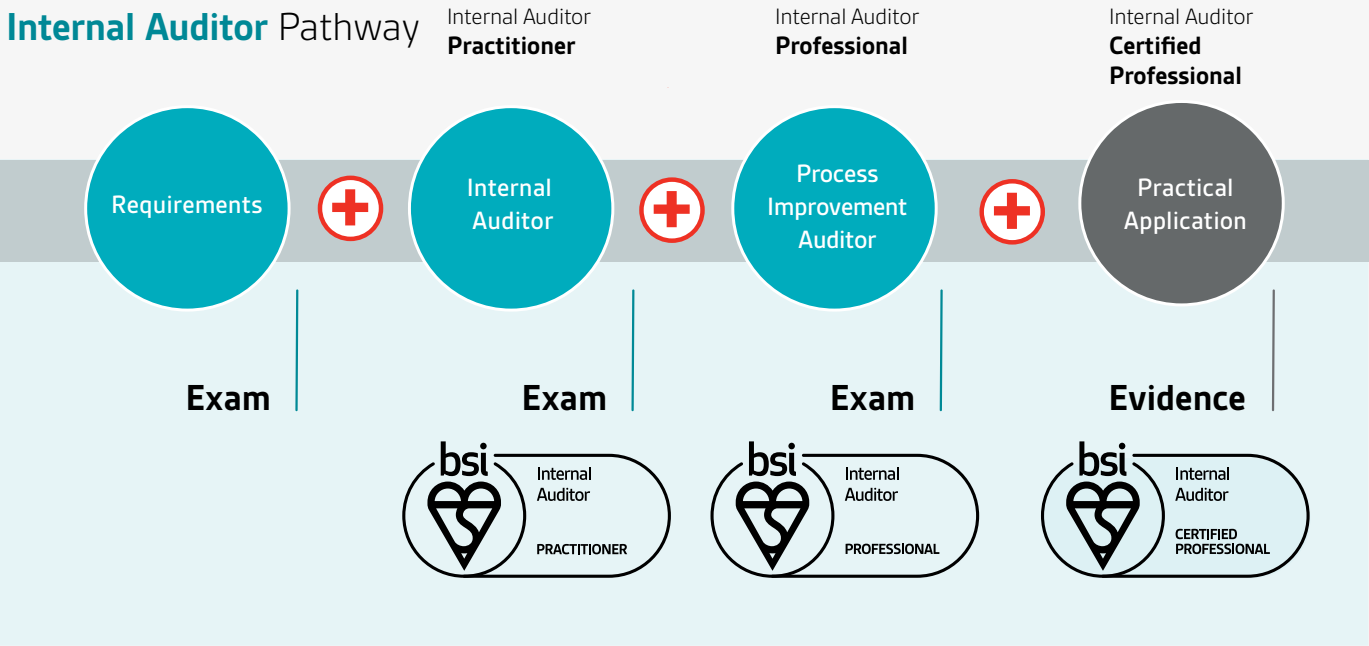
As a practitioner, you'll demonstrate you can auditor for conformance and effectiveness.

## Professional

As a professional, you'll add extra value by auditing improvement initiatives. You'll learn to use trusted tools and techniques for process improvement.

## Certified Professional

Having your qualification certified will prove your qualified skills are up to date.



# Training delivered the way you want



Training is rarely a one-off need and BSI can help you along every step of the journey.

From everyday training needs to ongoing skills development and support, we provide business-wide training programs. Depending on your requirements, we can deliver training in various formats.

## Online training for complete flexibility

- Training online can help you nurture talent from within your organization, from wherever you're located.
- Hosted in virtual classrooms, you can engage with instructors and each other, to help properly embed best practices within your organization, and ensure you're ready for any challenge.
- You can study from anywhere in the world and still benefit from trusted expertise, all with languages and at times to suit you.
- And without the need to travel, training online also helps all of us to be more sustainable in the way we work.
- You can join our online training courses with students from other organizations, where you'll network, connect, and learn from shared experience.
- Or an expert BSI instructor can run the same course dedicated to your organization, so you benefit directly from a consistent, flexible approach that provides personal development for your colleagues, no matter where they're located.
- The interactive experience uses the same learning techniques as classroom courses, with activities, breakouts, teamwork, and discussions, so you get the same value, skills, knowledge, and learning outcomes.

## Your copy of the standard

For standards-based training courses, you will be given a loaner copy of the standard for the duration of your course. We recommend that you are familiar with the content of the standard before the course, and it may be beneficial to bring your own copy so that you can add notes if you choose.

## Prerequisites

Some of our courses have specific prerequisites – usually having a working knowledge of the standard is a good starting point. To make sure that you and the other students on your course get the best value from your instructor, please ensure that you meet the entry criteria. Please speak to one of our advisors if you're unsure.

## BSI – your partner of choice

Working in 195 countries, we pride ourselves on the expertise, integrity, and professionalism of our people. We help clients 'make excellence a habit' and aspire to be the business partner of choice.

We deliver a diverse portfolio of standards, qualifications and training, certification, advisory, and supply chain solutions to improve business performance. BSI's solutions can help organizations improve performance, manage quality and risk, protect brands, and create a foundation for Organizational Resilience.

We look forward to working in partnership with you.

BSI Training Academy – find out more

Call: +1 800 217 1390 US

Call: +1 800 862 6752 CA

Visit: [bsi.learncentral.com](https://bsi.learncentral.com)