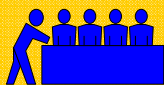


Systems Yield Success

ISO/TS16949:2002 Awareness Training In-house ½ day Course

To give Management at all levels of the organization the necessary information about the 'Process Approach' & related standards such as ISO/TS16949:2002.

To give Management the facts as to their role in supporting successful implementation and aligning this with the effective running of their business.



Course Contents

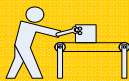
- ♦ Course / Delegates' Objectives
- ♦ Background to Standards
- ♦ The Process approach
- ♦ Integrated Frameworks, e.g. ISO14001
- ♦ Goal of ISO/TS16949:2002
- ♦ Support Documents, Guidance & Rules
- ♦ Scope & Application
- ♦ Management Systems & documentation requirements
- ♦ Strategy / Policy Deployment
- ♦ Process Analysis & Key Performance Indicators
- ♦ Customer Satisfaction
- ♦ Review of ISO/TS 16949:2002's basic requirements
- ♦ Customer Specific Requirements
- ♦ Introduction to the Audit Process
- ♦ Questions & Answers option throughout the session



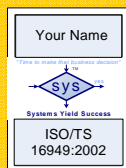
Auditor



Lead Assessor



Core Tools



Customer Satisfaction

This course certification states:

"Delivered by a trainer who meets the Qualification Criteria defined in Annex 2 of the Automotive certification scheme for ISO/TS 6949:2002".

FEEDBACK EXAMPLES

"Just right amount of information / detail."

"In-depth knowledge of the TS16949 criteria."