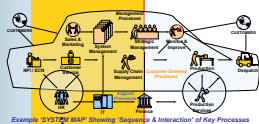# Consultancy Support

## ISO 9001:2008 & ISO/TS16949:2009

A. SYSTEM IDENTIFICATION *Ref. article;*
IEE Engineering Management. Request a copy eg. on website

Example 'SYSTEM MAP' Showing 'Sequence & Interaction' of Key Processes

'System Map'

1. System Map: In 1 day the key processes, can be determined & their sequence & interaction shown in a visual System Map. The requirements of the 'Quality' Manual could also be completed. Some of these Processes can then be mapped, with their Key Performance Indicators ('KPI's).
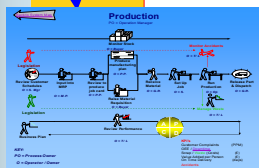
'Process Map'

2. Process Map: In 1-2 days, the remainder of the processes can be mapped, completing the Level 1 System Map & Level 2 Process Maps.

B. SYSTEM CREATION SUPPORT (to suit)

'WI'

3. Instructions: Provide support with your System, including Level 3 Instructions & Level 4 Forms:
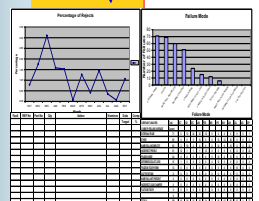Publishing your system in a standard format that can be accessed by everyone, e.g. for intranet in '://html'.
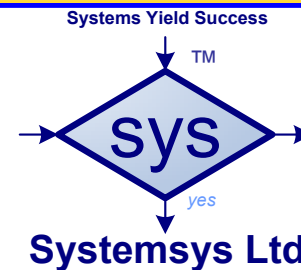
C. GAP / PRE-ASSESSMENTS / GUIDANCE

'KPI'

Identify any gaps in system against relevant standards.
Assisting in implementing the system and achieving / maintaining Improvement & Third Party Approval.

D. QUALITY MANAGEMENT; Interim / on-going
Parts of the system can be operated for you.

Business Improvement and Standards

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™

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yes

Systemsys Ltd

"BUSINESS CHANGING"

sys **wants to help you improve your business using the Process Approach & obtain third party Approval.**

This is done by providing **Training***, see pages 2 & 3, and* **Consultancy Support***, see page 4.*
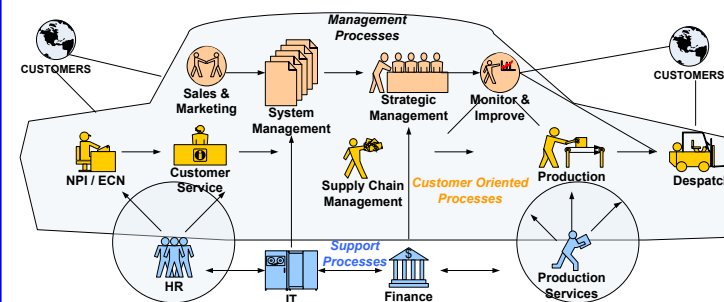
Example 'SYSTEM MAP' Showing 'Sequence & Interaction' of Key Processes

Delivered by professionals with competency in:
- **Group management positions**
- **Third party assessment,**
- **Training & qualifying third party assessors .**

We cover standards such as:
- **ISO9001:2008 & ISO/TS 16949:2009**

Contact us; sales@systemsys.co.uk or the web

Alan Keffler   07947676705

Business Improvement and Standards

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Management & Auditor Training

Based on standards such as ISO 9001:2008 & the Automotive version ISO/TS16949:2009

MANAGEMENT AWARENESS (In-house) 0.5 day
To give Management at all levels of the organization the necessary information about the 'Process Approach' & related standards such as ISO/TS16949:2009, to support successful implementation, & aligning with their business.

POLICY DEPLOYMENT   (In-house)
Supports the Management Team in Developing the Business Plan's Key Performance Indicators.

ISO9001 & ISO/TS16949 INTERNAL AUDITOR
(Open & In-house) 2 or 3 days
Gives new & existing auditors the necessary skills to undertake effective internal system & process audits. **

ISO9001 & ISO/TS16949 ASSESSOR
(Open & In-house) 5 days,
Gives new & existing Automotive Lead Assessors the necessary skills to undertake effective First & Second Party Assessments, either on their own or leading a team. Performance and written examinations & certification. **

*** Most Audit courses allow you to undertake real audits; for the in-house course these are against your schedule.*

LEAD ASSESSOR - Post course Coaching / Assessment
Follow-up activity to 5-day course, once sufficient audits completed successfully; sign-off as Assessor then Lead Assessor.

'AUDITING' Ref. article;
IET Engineering Management. Request a copy, eg. on website.

Top Management

Policy Deployment

Auditor

Assessor

Lead Assessor

Core Tool Training & Workshops

ASSOCIATED CORE TOOLS
(Open or In-house) Typically 1 –2 day workshops
Gives organizations the necessary information to undertake effective audits of their Core Tools and start implementing an effective system. Includes:

- **Failure Mode & Effects Analysis (FMEA)*,**
- **Statistical Process Control (SPC)*,**
- **Measurement Systems Analysis (MSA),**
- **Disciplined Problem Solving (DPS)*,**
- **Quality Planning (e.g. APQP),**
- **Part Approval Process (e.g. PPAP).**

* Ref. articles;
CQI 'Quality World'. Request copies eg. on website.

CERTIFICATION
Courses provide a certificate stating the key wording:
" Delivered by a trainer who meets the Qualification Criteria defined in the Automotive certification scheme for ISO/TS 16949. Rules 3rd Edition."

FEEDBACK EXAMPLES
"Without this training and your sustained support … we would not have achieved our best ever result at our TS16949 Continual Assessment."

"These sessions have been invaluable to our company and have helped us to address a number of weaknesses as a business."

For more detailed brochures on any of these courses, contact us on sales@systemsys.co.uk or go on http://www.systemsys.co.uk

Core Tools

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ISO/TS 16949:2002

Customer Satisfaction