

**Systems Yield Success**

## **ISO/TS16949:2002 Assessor Training Open & In-house 5 day Course**

Gives new & existing Automotive Lead Assessors the necessary information to undertake effective first & second party assessments, either on their own or leading a team.  
(Course allows you to obtain actual audit experience, undertaking real audits against a company's audit schedule.)

### **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 requirements
- ♦ Customer Specific Requirements
- ♦ Assessing Core Tools: NPI & PAP frameworks, FMEA, SPC, MSA
- ♦ Audit Process
- ♦ Audit Planning
- ♦ Auditor Qualification Criteria
- ♦ Undertaking Case Study / 'live' Audits with Performance Evaluation
- ♦ Written Examination in ISO/TS 16949:2002, FMEA, SPC & MSA.
- ♦ Certification against the above with results against each criterion.

This course meets all key automotive Customer Specific Requirements, including evaluation of performance and written examination, and recognized certification, which 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**

*"Very Thorough, Well Presented, Very Knowledgeable Delivery."*

*"...Approach to Teaching to the different knowledge levels of the group."*



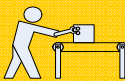
Top Management



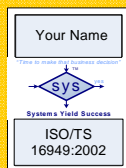
Auditor



Lead Assessor



Core Tools



Customer Satisfaction