



Learning and Development Open Courses 2012



Industry Forum
Business Excellence Through Inspired People

Welcome

Industry Forum was initially formed in 1994 as a unique collaboration between leading vehicle manufacturers, the SMMT and the UK Government to improve the performance and competitiveness of the UK's automotive supply chain. By 1996 we had developed a model to achieve this by seconding highly skilled master engineers from the founding partners to transfer their skills to our engineers using a 'learn by doing' approach. Continued measurable success has led to sustained growth into many other sectors including aerospace, construction, domestic appliances, electronics, and food.

Industry Forum aims to inspire people through structured training and development programmes to deliver business excellence. We offer a wide range of tried and tested training courses within our dedicated Learning Centre, situated in the heart of England, close to major road, rail and air networks. All courses are held in our self-contained learning suites with natural daylight and led by experts with hands-on industrial experience and highly developed communication skills. Complimentary tea and coffee, Wi-Fi, chilled water and stationery are available as well as healthy lunch options which cater for a wide range of dietary requirements.

If your organisation is a member of the Society of Motor Manufacturers and Traders you can receive a 10% discount on any of our open courses.

Depending on your needs and location, we can deliver these courses in your own premises, saving you time and travelling costs. You can choose different delivery methods, from one-to-one coaching or small group, dependent on your requirements.

Further information on Industry Forum is available at www.industryforum.co.uk. Should you require advice on any of our open courses or other products and service offerings then please do not hesitate to contact us on +44 (0)121 717 6600 or courses@industryforum.co.uk and we will be happy to help.



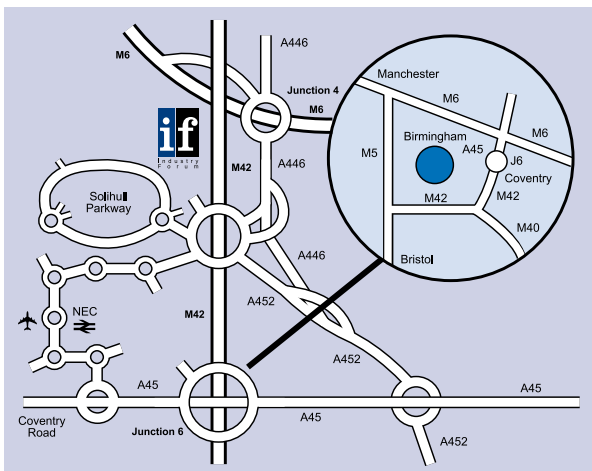
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Scan our contact details

Getting To Industry Forum



Directions from M42

At Junction 6 take A45 towards Coventry. After 1/2 mile take the slip road for A452, and at the traffic island take the first left for A452 (sign posted Brownhills and Business Park). After 1/3 mile take the left fork A452 signposted Brownhills and Business Park. At the traffic island take the second exit, this is the Business Park. At the next traffic island take the second exit onto Solihull Parkway. Then take "The Crescent" which is the third turning on the right (bus stop on left hand side, Unipart Automotive sign on the right). On The Crescent take the second right into Regent's Court, Industry Forum is on the right.

Directions from M6

At Junction 4 take the A446 south. After 400 yds take the slip road sign posted Business Park. At the traffic island take the third exit – this is the Business Park. At the next traffic island take the second exit onto Solihull Parkway. Then take "The Crescent" which is the third turning on the right (bus stop on left hand side, Unipart Automotive sign on the right). On The Crescent take the second right into Regent's Court, Industry Forum is on the right.

Contents

Continuous Improvement

Lean Foundation Workshop	4
Workplace Organisation Training	5
Waste Elimination Training	5
Visual Management & Line Balance Training	6
Standardised Work Training	6

Core Tools

Core Tools Certification Course	7
Core Tools Awareness and Application	8
Specific Core Tools Training	9

Leadership and Management

Leadership and Cultural Change Course	11
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Total Productive Maintenance (TPM)

Introduction to Total Productive Maintenance	12
Total Productive Maintenance Foundation Workshop	13

ISO/TS16949: 2009

ISO/TS16949 Lead Auditor Training for First and Second Party Auditors	14
ISO/TS16949 Internal Auditor Training	15
ISO/TS16949 Lead Auditor Recertification Training for First and Second Party Auditors	16



Lean Foundation Workshop Practical Application of Lean Tools and Techniques

Duration:
4 days

Real products – Real processes – Real problems – Real time environment

The Industry Forum Lean Foundation Workshop will equip key personnel with the knowledge and practical awareness of business improvement tools and techniques. The workshop is a combination of training and practical simulations in a safe and structured environment.

Who should attend?

- Senior managers who need the skills to develop and support an improvement policy within their own company.
- Middle managers who need to take ownership of shop floor improvement activities.
- First line supervisors who need the tools and techniques to lead teams through improvement programmes.



Topics

- QCD Measures and Data Analysis
- 5C/5S Workplace Organisation
- Understanding work and eliminating waste
- Implementation of Standardised Work
- Running processes through Visual Management
- Practical Problem Solving
- Line Balance of processes to allow them to flow

Outcomes

Delegates will be able to analyse key Quality, Cost and Delivery performance measures and prioritise areas for improvement. They will be able to practically apply a range of techniques to improve the performance measures.

Testimonials

“The lessons learnt each day could be related to the actual production process and improvements made...far better than just reading from a book.”

Nick Lamb - Messier Dowty

“The practical content ensures full interest and attention and demonstrates theory turned into practical improvements.”

Les Stickley - Abro Bovington

“A very intensive four day programme. A must for any business pursuing Lean Manufacturing Principles.”

Neil Barlow - Merseyside Automotive Group

Cost

Standard Cost - £1450 + VAT

SMMT Members - £1305 + VAT

Dates

21st – 24th February 2012

15th – 18th May 2012

14th – 17th August 2012

13th – 16th November 2012

Call +44 (0)121 717 6600 for a quote for in-house training



Workplace Organisation

Delegates will become competent in understanding and implementing 5C workplace organisation techniques. The participative course is based on practical demonstrations, presentations and open forum discussion.

Who should attend?

This course is designed for anyone who is ?

Topics

- Teach points will cover the key elements of 5C:
 - Clear out
 - Configure
 - Clean to check
 - Conformity
 - Custom and practice
- Implementation
- 5C Audits
- Examples of good 5C



Cost

Standard Cost - £310 + VAT

SMMT Members - £279 + VAT

7 Wastes

Delegates will become competent in identifying and be able to eliminate all forms of waste within any environment from manufacturing to an office environment. The participative course is based on practical demonstrations, presentations and open forum discussion.

Who should attend?

This course is designed for anyone who is interested in benefiting from reducing waste within their organisation and calculating the benefits.

Topics

- Identification and elimination of:
 - Overproduction
 - Inventory
 - Transportation
 - Unnecessary processes
 - Idle time
 - Operator Motion
 - Bad quality
- Reallocation of resources
- Calculating benefits of reducing waste



Cost

Standard Cost - £310 + VAT

SMMT Members – £279 + VAT

Dates

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Visual Management and Line Balance

Delegates will develop an awareness and understanding of the use of visual management techniques in the workplace, including how to use various methods of visual aids. Delegates will also develop an awareness of understanding and implementation of the line balance tools through data capture and analysis, waste elimination and reassessing processes. The participative course is based on practical demonstrations, presentations and open forum discussion.

Who should attend?

This course is designed for anyone who is interested in implementing or improving visual management techniques within their workspace or organisation as a whole.

Topics

- What is visual management?
- Why have visual management?
- Types of visual management
- Benefits of visual management
- Line balance tool
- What is line balance?
- Implementation
- Benefits of line balance



Cost

Standard Cost - £310 + VAT

SMMT Members - £279 + VAT

Standardised Work

Delegates will develop an awareness and understanding of standardised work processes through data capture, use of data and the use of documentation to show standardised processes. The participative course is based on practical demonstrations, presentations and open forum discussion.

Who should attend?

This course is designed for anyone who is interested in standardising processes or procedures within their workspace or organisation as a whole.

Topics

- Why use standardised work
- PDCA Cycle
- Process Variations
- Development of documentation including:
 - Standardised work chart
 - Job detail sheets
 - Standard work Combination tables



Cost

Standard Cost - £310 + VAT

SMMT Members - £279 + VAT

Dates

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Delegates will become competent in understanding, implementing and auditing Advanced Product Quality Planning (APQP), Controls Plans, Statistical Process Control (SPC), Measurement Systems Analysis (MSA), and Failure Modes and Effects Analysis (FMEA). Developing the knowledge to create the documentation required for the preparation of Production Part Approval Process (PPAP) submissions.

This highly participative course is based on a series of sessions using tutorials, case studies, interactive workshops and open forum discussion. Delegates are evaluated using written application exam



Who should attend?

This course is designed for Management Representatives, Implementation Teams, Internal Auditors and others who are involved in the implementation or auditing of APQP activities including Controls Plans, SPC, MSA, and FMEA

Topics

APQP & Control Plans

- APQP Requirements and the link to ISO/TS16949
- Phases of APQP and Control Plans

PPAP

- Preparation of PPAP Documentation

FMEA

- FMEA requirements relevant to ISO/TS16949
- Understand the structure and content of design FMEA
- Understand the structure and content of process FMEA
- Customer specific requirements relating to the FMEA process

SPC

- SPC requirements relevant to ISO/TS16949
- SPC for variable data
- SPC for attribute data

MSA

- MSA requirements relevant to ISO/TS16949
- Types of variation including bias, linearity, stability and repeatability and reproducibility
- Conducting a variable MSA study
- Conducting an attribute MSA study
- Interpretation of study results

Outcomes

Delegates passing the written application exam will receive a certificate from SMMT, the IATF approved Oversight office in the UK.

Cost

Standard Cost - £1095 + VAT

SMMT Members - £985.50 + VAT

Dates

27th February – 2nd March 2012

18th - 22nd June 2012

29th October – 2nd November 2012

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Delegates will become competent in understanding and auditing Statistical Process Control (SPC), Measurement Systems Analysis (MSA), and Failure Modes and Effects Analysis (FMEA).

This participative course is based on a series of sessions using tutorials, case studies, interactive workshops and open forum discussion.

Who should attend?

This course is designed for Management Representatives, Implementation Teams, Internal Auditors and others who are involved in implementation or auditing of SPC, MSA and FMEA.



Topics

SPC

- SPC Requirements relevant to ISO/TS16949
- SPC for variable data

MSA

- MSA Requirements relevant to ISO/TS16949
- Types of variation including bias, linearity, stability and repeatability and reproducibility
- Conducting a variable MSA Study
- Interpretation of study results

FMEA

- FMEA Requirements relevant to ISO/TS16949
- Understand the structure and content of design and process FMEA
- Customer Specific Requirements relating to the FMEA process

Outcomes

Delegates will have a clear understanding of FMEA, SPC and MSA and be able to participate in applying or auditing these tools in the workplace.

Cost

Standard Cost - £595 + VAT

SMMT Members - £535.50 + VAT

Dates

18th – 19th April 2012

9th – 10th October 2012

Call +44 (0)121 717 6600 for a quote for in-house training



These courses are offered to provide specific training in individual Core Tools. Where delegates require training on a range of Core Tools, Industry Forum provide the Core Tools Certification Course.



Failure Mode and Effects Analysis (FMEA) Training

Who should attend?

This course is designed for Management Representatives, Implementation Teams, Internal Auditors and others who are involved in the implementation or auditing of Failure Mode and Effects Analysis (FMEA).

Topics

- FMEA Requirements relevant to ISO/TS16949
- The purpose of an FMEA
- When should an FMEA be created
- Understand the structure of design and process FMEA
- Creation of design and process FMEA
- Customer Specific Requirements relating to the FMEA process
- Alternative methods for analysis of FMEA
- Alternative uses for FMEA



Outcomes

Delegates will become competent in creating and analysing design and process FMEA's and develop an understanding of the methods to implement Failure Mode and Effects Analysis within their organisation.

Statistical Process Control (SPC) Training

Who should attend?

This course is designed for Management Representatives, Implementation Teams, Internal Auditors and others who are involved in the auditing or implementation of Statistical Process Control (SPC).

Topics

- SPC Requirements relevant to ISO/TS16949
- Variable and attribute data
- Statistical concepts, including, stable and unstable processes
- Distribution of normal and non-normal data
- Run charts
- Control chart selection, including, \bar{x} and r charts
- Calculating control limits and process capability
- Interpreting control charts for special causes
- Effects of over and under adjustment
- Variable charts e.g. individual moving range
- Attribute charts e.g. proportion defective charts



Outcomes

Delegates will become competent in implementing, undertaking and auditing Statistical Process Control concepts including variable and attribute studies.

These courses are offered to provide specific training in individual Core Tools. Where delegates require training on a range of Core Tools, Industry Forum provide the Core Tools Certification Course.

Measurement Systems Analysis (MSA) Training

Who should attend?

This course is designed for Management Representatives, Implementation Teams, Internal Auditors and others who are involved in the auditing or implementation of Measurement Systems Analysis (MSA).



Topics

- MSA Requirements relevant to ISO/TS16949
- Sources of measurement system variation
- Identification of measurement systems requiring analysis
- Types of variation including bias, linearity, stability and repeatability and reproducibility
- Conducting a variable MSA Study
- Conducting an attribute MSA Study
- Interpretation of study results



Outcomes

Delegates will become competent in implementing, undertaking and auditing Measurement Systems Analysis including studies for variable and attribute data.

Cost

Standard Cost - £310 + VAT

SMMT Members - £279 + VAT

Dates

FMEA

28th February 2012

19th June 2012

30th October 2012

SPC

29th February 2012

20th June 2012

31st October 2012

MSA

1st March 2012

21st June 2012

1st November 2012

Call +44 (0)121 717 6600 for a quote for in-house training

The Industry Forum Leadership and Cultural Change Programme is designed to equip leaders of teams, change agents and engineering project/programme managers with fourteen critical skills that will enable them to lead change effectively. The programme is delivered in a highly interactive way to allow leaders to experience these skills through a variety of realistic situations.

The Leadership and Cultural Change Programme incorporates recognised models to help illustrate the effectiveness of each Key Skill area and the potential impact on behaviour. Each of the specific critical skills is built into a 4 day programme including project management and practical application support.



Who should attend?

Participants may include new or experienced managers and professionals who have the responsibility for leading or working as part of a team. The programme is designed to support cross-functional, task or permanent teams achieve the skills required to implement change and develop organisational learning. The teams can include managers and professionals from all business functions.

Topics

- Coaching
- Delegation
- Effective Communication
- Facilitation and Training Skills
- Leadership Behaviour and Styles
- Learning and Learning Styles
- Managing Change
- Managing Conflict
- Motivation
- Perceptions of Others
- Project Management
- Team Working
- Team Readiness
- Time Management

Outcomes

The interactive delivery model allows leaders to develop practical solutions to the challenging situations they face in the working environment whether it is a planned or unplanned period of change.

Cost

Standard Cost - £995 + VAT

SMMT Members - £895.50 + VAT

Dates

25th – 28th June 2012

20th – 23rd November 2012

Call +44 (0)121 717 6600 for a quote for in-house training



Industry Forum's one day course on TPM will provide key personnel with an introduction to the concepts and methods that lie behind TPM. Using the tried and tested Japan Institute of Plant Maintenance (JIPM) approach, delegates will learn that TPM is much more than a maintenance technique and how it can become an organisation-wide improvement programme.

The course combines presentations, worked examples and practical application. Using a normal everyday example, some basic TPM concepts and techniques are explained and applied using our learn by doing approach.



Who should attend?

Suitable for people who will be involved in the development, application and support of TPM within their organisation. It is aimed at all levels from junior staff to senior management.

Topics

- Introduction to TPM
- 12 steps of deployment
- Overlapping small groups
- The 8 pillars of TPM
- Basic concepts of TPM
- 16 losses and OEE
- Deterioration and reliability
- Achieving zero losses – accidents, breakdowns, defects.

Outcomes

Delegates will understand the structure of the TPM pillars and how they can be applied throughout an organisation in an effective and sustainable manner.

Cost

Standard Cost - £310 + VAT

SMMT Members - £279 + VAT

Dates

Please e-mail courses@industryforum.co.uk for available dates.

Call +44 (0)121 717 6600 for a quote for in-house training

Total Productive Maintenance (TPM) Foundation Workshop Practical Application of TPM Pillars

Duration:
4 days

Real products – Real processes – Real problems – Real time environment

The Industry Forum TPM Foundation Workshop will equip key personnel with the knowledge and practical awareness of TPM by taking a progressive approach to applying TPM in a manufacturing environment. The workshop is a combination of training and practical simulations in a safe and structured environment building logically to show the cumulative effect of TPM.

Building on the basic concepts of TPM the course gives a clear understanding of how TPM can develop into a organisation-wide improvement programme.



Who should attend?

Suitable for delegates wanting to gain a detailed understanding of the concepts, structure and approach to TPM. It is aimed at those directly involved in the application of TPM.

Topics

- The concepts of TPM
- 12 steps of deployment
- Overlapping small groups
- The 8 pillars of TPM
 - Focussed improvement
 - Autonomous maintenance
 - Planned maintenance
 - Training and education
 - Early equipment management
 - Quality maintenance
 - Office TPM
 - Safety, health and environment

Outcomes

Delegates will develop an understanding of the structure of the TPM pillars and how this can be practically applied using workshop simulation.

Testimonial

“The TPM Foundation Workshop has the perfect balance between practice and theory; the activities in the workshop are highly illustrative and are an excellent tool to embed the content of the TPM pillars. Overall, the workshop is a window that highlights the production benefits of following the TPM methodology.”

Sergio Blanco-Rosete, Cargill

Cost

Standard Cost - £1450 + VAT

SMMT Members - £1305 + VAT

Dates

24th – 27th April 2012

17th – 20th July 2012

16th – 19th October 2012

Call +44 (0)121 717 6600 for a quote for in-house training



ISO/TS16949 Lead Auditor Training for First and Second Party Auditors

Duration:
5 days

This course will help delegates develop relevant skills in judgement and decision making related to ISO/TS16949: 2009 and learn the process for first and second party auditing. Delegates will learn the skills required to become competent in structuring, planning and undertaking internal and external audits against ISO/TS16949 and relevant Core Tools (APQP, PPAP, FMEA, SPC and MSA).

This highly participative course is based on a series of sessions using tutorials, case studies, interactive workshops and open forum discussion and are evaluated using performance and written examination.



Who should attend?

This course is designed for Management Representatives, Implementation Teams, Internal Auditors and others who have a working knowledge of quality systems within the automotive sector.

Topics

- Background and development of ISO/TS16949
- The links to ISO9001
- The 8 Quality Management Principles
- ISO/TS16949 requirements
- The links to Core Tools (APQP, PPAP, FMEA, SPC and MSA).
- Customer Specific Requirements
- Conducting the audit including skills, techniques and auditor competence
- Process approach for system audits, process audits and product audits.
- Planning and managing an audit.
- Identifying, structuring and writing nonconformities
- Managing ISO/TS16949 implementation and Certification.

Outcomes

Delegates passing the performance evaluation and written examination will receive a certificate from SMMT, the IATF approved Oversight office in the UK.

Testimonial

“The course was educational and constructive and the tutor had ‘hands-on’ experience of all aspects of ISO/TS which was brilliant as he could give ‘real-life’ examples of the application. The pace was just right too and seemed to cater for all levels of ISO/TS knowledge and awareness.”

Roger Graves, Honeywell Turbo Technologies

Cost

Standard Cost - £1095 + VAT

SMMT Members - £985.50 + VAT

Dates

12th – 16th March 2012

28th May – 1st June 2012

23rd – 27th July 2012

10th – 14th September 2012

5th – 9th November 2012

Call +44 (0)121 717 6600 for a quote for in-house training



This course will help auditors develop relevant skills in judgement and decision making related to the ISO/TS16949 internal auditing processes. Delegates will learn the skills required to become competent in structuring, planning and undertaking internal audits against ISO/TS16949.

This highly participative course is based on a series of sessions using tutorials, case studies, interactive workshops and open forum discussion. The practical emphasis of this course and high tutor to delegate contact provides a unique opportunity for a substantial degree of individual guidance and training.



Who should attend?

This course is designed for Management Representatives, Implementation Teams, Internal Auditors and others who have a working knowledge of quality systems within the automotive sector and/or any previous auditing experience.

Topics

- Background and development of ISO/TS16949
- The links to ISO9000
- The 8 Quality Management Principle
- Conducting the audit including skills, techniques and auditor competence
- Process approach for system audits, process audits and product audits
- Planning and managing an audit
- Identifying, structuring and writing nonconformities

Outcomes

Delegates will learn the skills required to become competent in structuring, planning and undertaking internal audits against ISO/TS16949 and develop the ability to report the results, follow up and close out the resultant actions against ISO/TS16949.

Testimonial

“Clearer understanding of ISO/TS16949 and input to continual improvement.”

Shin Etsu Handotai

Cost

Standard Cost - £595 + VAT

SMMT Members - £535.50 + VAT

Dates

14th – 15th February 2012

20th – 21st March 2012

2nd – 3rd May 2012

26th – 27th June 2012

4th – 5th September 2012

23rd – 24th October 2012

Call +44 (0)121 717 6600 for a quote for in-house training



ISO/TS16949 Lead Auditor Recertification Training For First and Second Party Auditors

Duration:
2 days

Delegates will update their skills for structuring, planning and undertaking internal and external audits against ISO/TS16949 and relevant Core Tools (APQP, PPAP, FMEA, SPC and MSA) and develop their ability to report the results, follow up and close out the resultant actions against ISO/TS16949.

This highly participative course is based on a series of sessions using tutorials, case studies, interactive workshops and open forum discussion. Delegate will be evaluated at the end of the course through a written application exam.

Who should attend?

This course is designed for Management Representatives, Implementation Teams, Internal Auditors and others to update their working knowledge of quality systems within the automotive sector.

Note: It is highly recommended that delegates attend this course within three years of attending the ISO/TS16949 Lead Auditor Training for First and Second Party Auditors.



Topics

- ISO/TS16949 Update
- Automotive Process Approach
- Customer Specific Requirements
- The linkages to Core Tools (APQP, PPAP, FMEA, SPC and MSA).
- Process Auditing
- Non Conformity Closure
- Rules for Achieving IATF recognition

Outcomes

Delegates passing the written application exam will receive a certificate from SMMT, the IATF approved Oversight office in the UK.

Cost

Standard Cost - £595 + VAT

SMMT Members - £535.50 + VAT

Dates

28th – 29th March 2012

18th – 19th July 2012

19th May – 20th September 2012

4th – 5th December 2012

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