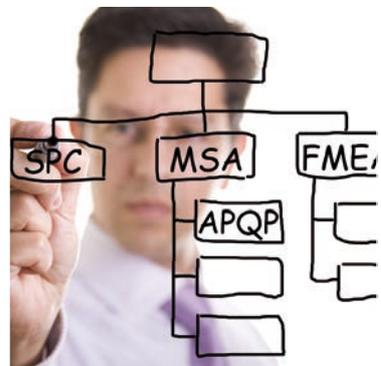


Learning and Development Courses 2014



Welcome

Industry Forum is a leading provider of sustainable business improvement solutions to a wide range of industries across multiple sectors.

Through our industry driven structured training courses we can help you and your organisation meet the challenging needs of today's business environment. Our courses are offered within our modern Learning Centre on Birmingham Business Park which is situated in the heart of England, close to major road, rail and air networks.

All of our courses are held in self-contained naturally lit air-conditioned learning suites and are led by subject experts who have hands-on industrial experience and highly developed communication skills. All courses receive:

- Complimentary tea and coffee
- Free Wi-Fi
- Chilled water
- Healthy lunch options (individual dietary requirements are catered for)
- Free stationery

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

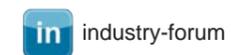
As part of our continuing support to the automotive industry we offer a 10% discount on all of our courses to any members of the Society of Motor Manufacturers and Traders (SMMT).

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 6614 or email courses@industryforum.co.uk and we will be happy to help.

To book your course on-line please go to www.industryforum.co.uk or simply scan the QR code on the course page.



Follow us on

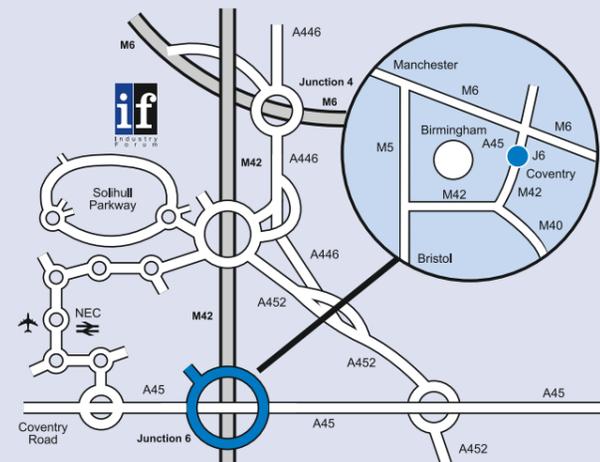


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 B37 7YE
 Telephone: +44 (0)121 717 6600
 Email: enquiries@industryforum.co.uk



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 fourth right into Kings Court, Industry Forum is the first building on the right hand side.

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 fourth right into Kings Court, Industry Forum is the first building on the right hand side.

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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 examinations.

Who should attend?

This course is designed for Management Representatives, Manufacturing Engineers, Quality Engineers, Supplier Development Engineers, 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 - £1,205 + VAT
SMMT Members - £1,084 + VAT

Dates

Please scan the QR code or visit www.industryforum.co.uk for additional dates.

9 th - 13 th June 2014
8 th - 12 th September 2014
6 th - 10 th October 2014
17 th - 21 st November 2014



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course content



This course will help auditors develop relevant skills in judgement and decision making related to 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, Manufacturing Engineers, Quality Engineers, Supplier Development Engineers, 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 ISO9001
- The 8 Quality Management Principles
- 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

"I now have a clearer understanding of ISO/TS16949 and input to continual improvement"

Shin Etsu Handotai

Cost

Standard Cost - £655 + VAT
SMMT Members - £590 + VAT

Dates

Please scan the QR code or visit www.industryforum.co.uk for additional dates.

16 th - 17 th June 2014
16 th - 17 th July 2014
4 th - 5 th September 2014
1 st - 2 nd October 2014
11 th - 12 th November 2014



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. Delegates will be evaluated at the end of the course through a written application exam.

Who should attend?

This course is designed for Management Representatives, Manufacturing Engineers, Quality Engineers, Supplier Development Engineers, 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 performance evaluation and written examination will receive a certificate from SMMT, the IATF approved Oversight office in the UK.

Cost

Standard Cost - £655 + VAT
SMMT Members - £590 + VAT

Dates

Please scan the QR code or visit www.industryforum.co.uk for additional dates.

5 th - 6 th June 2014
14 th - 15 th July 2014
16 th - 17 th September 2014
13 th - 14 th November 2014



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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),
- 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 a written application exam.

Who should attend?

This course is designed for Management Representatives, Manufacturing Engineers, Quality Engineers, Supplier Development Engineers, 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 - £1,205 + VAT
SMMT Members - £1,084 + VAT

Dates

Please scan the QR code or visit www.industryforum.co.uk for additional dates.

22 nd - 26 th September 2014
13 th - 17 th October 2014
24 th - 28 th November 2014



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, Manufacturing Engineers, Quality Engineers, Supplier Development Engineers, 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

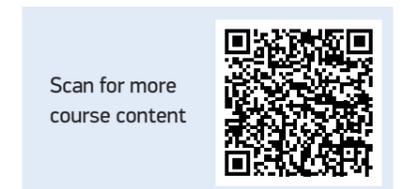
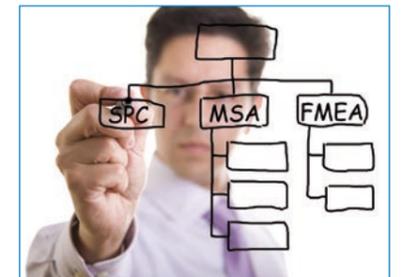
Delegates will have a clear understanding of FMEA, SPC and MSA and be able to participate in applying or auditing these tools in the workplace.

Cost

Standard Cost - £655 + VAT
SMMT Members - £590 + VAT

Dates

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



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.

Advanced Product Quality Planning (APQP) Training

Who should attend?

This course is designed for Management Representatives, Manufacturing Engineers, Quality Engineers, Supplier Development Engineers, Implementation Teams, Internal Auditors and others who are involved in the auditing or implementation of Advanced Quality Planning (AQP) activities. Familiarity with Advanced Quality Planning (AQP) and related Core Tools will be beneficial but not necessary.

Topics

- APQP Requirements relevant to ISO/TS16949
- Methods of planning APQP
- Links to feasibility reviews
- Development and management of project timing plan
- Phases of APQP including plan and define, product design and development
- Process design and development, product and process validation and feedback
- Assessment and corrective actions
- Content and creation of control plans
- Links to other core tools (MSA, SPC, FMEA, PPAP)

Outcomes

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

Cost

Standard Cost - £345 + VAT
SMMT Members - £310 + VAT

Dates

Please scan the QR code or visit www.industryforum.co.uk for additional dates.

22nd September 2014

13th October 2014

24th November 2014



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, Manufacturing Engineers, Quality Engineers, Supplier Development Engineers, 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 and develop an understanding of the methods to implement Failure Mode and Effects Analysis within their organisation.

Cost

Standard Cost - £345 + VAT
SMMT Members - £310 + VAT

Dates

Please scan the QR code or visit www.industryforum.co.uk for additional dates.

25th September 2014

16th October 2014

27th November 2014



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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.

Statistical Process Control (SPC) Training

Who should attend?

This course is designed for Management Representatives, Manufacturing Engineers, Quality Engineers, Supplier Development Engineers, 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, x bar 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.

Cost

Standard Cost - £345 + VAT
SMMT Members - £310 + VAT

Dates

Please scan the QR code or visit www.industryforum.co.uk for additional dates.

23rd September 2014

14th October 2014

25th November 2014



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, Manufacturing Engineers, Quality Engineers, Supplier Development Engineers, 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 - £345 + VAT
SMMT Members - £310 + VAT

Dates

Please scan the QR code or visit www.industryforum.co.uk for additional dates.

24th September 2014

15th October 2014

26th November 2014



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Advanced Product Quality Planning (APQP) Management Awareness

Duration:
2 days

Failure Mode and Effects Analysis (FMEA) for Practitioners

Duration:
2 days

Delegates will become competent in understanding Advanced Product Quality Planning.

The course content is supported by "hands on" group activities and is interactive in nature with time allowed for in depth questions and answers.

Who should attend?

This course is designed for people who require an overview and introduction to the Advanced Product Quality Planning. This course covers the basic steps involved with APQP and explores the linkages with the other core tools such as Design FMEA (DFMEA), Process FMEA (PFMEA) Control Plans, SPC, MSA and PPAP. This course would also prove useful for those people who plan to audit the APQP process within their own organisation or the supply chain.

Topics

Overview and understand:

- APQP requirements and phases
- MSA, variation, bias, linearity, stability and gauge R & R
- SPC, variable and attribute data and charting
- FMEA, development of design and process FMEA
- Control Plans
- PPAP

Outcomes

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

Cost

Standard Cost - £655 + VAT
SMMT Members - £590 + VAT

Date

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



Delegates will become competent in creating and analysing design and process FMEA and develop an understanding how to implement Failure Mode and Effects Analysis within their organisation. In addition delegates will have a greater understanding of FMEA and how it can support the journey to zero defects and gain skills in facilitating FMEA sessions to achieve optimum results.

Who should attend?

This course is designed for people who require a more in depth knowledge of FMEA and seek to facilitate Failure Mode and Effects Analysis (FMEA) or to become a central FMEA resource within their organisation. Those seeking to optimise the benefits of FMEA within their organisation may also benefit from this course.

Topics

- How FMEA can support the journey towards zero defects
- FMEA Requirements relevant to ISO/TS16949
- Global approach to FMEA
- Overview of the FMEA process
- When to apply FMEA
- Understand the structure of design FMEA
- Review of Design FMEA practical workshop
- Practical Design FMEA workshop
- Understand the structure of PFMEA
- Review of Process FMEA practical workshop
- Practical Process FMEA workshop
- Customer Specific Requirements and Special Characteristics relating to the FMEA process
- Alternative methods for analysis of FMEA
- FMEA facilitation and conflict management workshop
- FMEA scoring scenarios and practice sessions

Outcomes

Delegates completing this course will receive a certificate of attendance, issued by Industry Forum.

Cost

Standard Cost - £655 + VAT
SMMT Members - £590 + VAT

Date

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



This course will help delegates develop relevant skills and knowledge for using problem solving tools and techniques within their organisation to effectively determine root causes and implement corrective and preventative actions.

Who should attend?

This course is designed for delegates who are involved in problem solving activities and effective non conformity management for both internal and external concerns.

Topics

Overview and understand:

- Problem Solving related to ISO/TS1649
- Problem solving tools and techniques such as Fishbone diagrams, root cause analysis (5Y) and systemic corrective actions
- Developing effective problem solving teams
- Understanding the structure of effective problem solving e.g. containment, problem definition, root cause etc.
- Problem solving following 8D methodology

Outcomes

Delegates completing this course will receive a certificate of attendance, issued by Industry Forum.

Cost

Standard Cost - £345 + VAT
SMMT Members - £310 + VAT

Date

Please visit www.industryforum.co.uk for additional dates.

18 th June 2014
3 rd September 2014
3 rd November 2014



Delegates will become competent in implementing and auditing Production Part Approval Process (PPAP), the creation of PPAP Submission packages and learn how PPAP is an integral part of the APQP process.

Who should attend?

This course is designed for Management Representatives, Manufacturing Engineers, Quality Engineers, Supplier Development Engineers, Implementation Teams, Internal Auditors and others who are involved in the auditing or implementation of the Production Part Approval Process (PPAP). Familiarity with Advanced Product Quality Planning (APQP) and related Core Tools would be beneficial but not necessary.

Topics

- PPAP Requirements relevant to ISO/TS16949
- Methods of planning PPAP
- Phases of PPAP relevant to customer requirements
- Documentation required for PPAP
- PPAP Submissions types
- Creating PPAP Submissions

Outcomes

Delegates completing this course will receive a certificate of attendance, issued by Industry Forum.

Cost

Standard Cost - £345 + VAT
SMMT Members - £310 + VAT

Date

Please visit www.industryforum.co.uk for additional dates.

15 th September 2014
10 th November 2014



VDA 6.3 Process Audit - Module A

Duration:
2 days

Developed by the German automotive industry, VDA 6.3 defines a process based audit standard for evaluating and improving controls in a manufacturing organisation's processes. Revised in 2010, the standard was comprehensively restructured to reflect the changes to ISO9001 and customer specific requirements in the automotive industry.

The standard can be used by any organisation, either for internal process audits, or for evaluating potential or existing suppliers.

The module gives an overview of the requirements of VDA 6.3 Process Audit and the methodology of process based auditing.

At the end of the module delegates will understand the structure, content and scoring evaluation system of VDA 6.3, and be able to understand how the requirements apply to their own process areas.

The course gives the entry qualification for delegates that wish to progress to Module BII and become competent to undertake audits to VDA 6.3.

The course will be provided by approved VDA QMC trainers from SMMT, the official licensee of VDA QMC in the UK.

Who should attend?

The module is designed for people working in the automotive supply chain, including those working in design, engineering, purchasing, logistics, quality and manufacturing that do not have any experience related to undertaking audits.

Experience of Quality Management Systems will be beneficial but not essential.

Topics

- Quality systems, application and benefit of process audits (ISO 9001, ISO/TS 16949)
- Risk analysis techniques
- Audit communication, ethics and code of conduct
- Customer requirements and their interpretation (VDA requirements, specific customer requirements)
- Steps of the audit process (from preparation to completion)
- Planning and conducting a process audit
- Evaluation rules and scoring criteria

Outcomes

The module includes delegate exercises and case studies.

After successful completion of the training and knowledge exam, you will receive a SMMT/VDA QMC certificate.

Cost

Standard Cost - £695 + VAT
SMMT Members - £625 + VAT

Dates

Please scan the QR code or visit www.industryforum.co.uk for additional dates.

22nd - 23rd September 2014



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VDA 6.3 Process Audit - Module BII

Duration:
3 days

Developed by the German automotive industry, VDA 6.3 defines a process based audit standard for evaluating and improving controls in a manufacturing organisation's processes. Revised in 2010, the standard was comprehensively restructured to reflect the changes to ISO9001 and customer specific requirements in the automotive industry.

The standard can be used by any organisation, either for internal process audits, or for evaluating potential or existing suppliers.

The module gives a detailed understanding of the application of VDA 6.3 requirements. This covers the entire product realisation process, including Project Management, Product/Process Design/Development, Supplier Management, Production and Customer Interaction.

At the end of the module delegates will understand the structure, content and scoring evaluation system of VDA 6.3, and be able to undertake effective process based audits within their organisation.

The module is a prerequisite for delegates that wish to attend the Module C- Examination Day for Certified Process Auditors, a qualification required to undertake second party audits to VDA 6.3.

The course will be provided by approved VDA QMC trainers from SMMT, the official licensee of VDA QMC in the UK.

Who should attend?

The module is designed for people working in the automotive supply chain, including those working in design, engineering, purchasing, logistics, quality and manufacturing who have proven management system auditing experience or who have attended Module A Basic Principles VDA 6.3 Process Audit.

Topics

- Quality systems, application and benefit of process audits (ISO 9001, ISO/TS 16949)
- Risk analysis techniques
- Understanding and application of VDA 6.3 process questionnaires
- Customer requirements and their interpretation (VDA requirements, specific customer requirements)
- Planning, conducting and reporting a VDA 6.3 process audit
- Evaluation rules and scoring criteria using the VDA system
- Undertaking audits of potential suppliers to assess their capability

Outcomes

After successful completion of the training and the knowledge exam, delegates will receive a SMMT/VDA QMC qualification certificate, which is a pre-requisite to taking the VDA 6.3 auditor qualification exam (Module C)

Cost

Standard Cost - £945 + VAT
SMMT Members - £850 + VAT

Dates

Please scan the QR code or visit www.industryforum.co.uk for additional dates.

7th - 9th October 2014



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VDA 6.3 Process Audit - Module C

Duration:
1 day

Developed by the German automotive industry, VDA 6.3 defines a process based audit standard for evaluating and improving controls in a manufacturing organisation's processes. Revised in 2010, the standard was comprehensively restructured to reflect the changes to ISO9001 and customer specific requirements in the automotive industry.

The standard can be used by any organisation, either for internal process audits, or for evaluating potential or existing suppliers.

The module is the examination to become a certified VDA 6.3 Process Auditor. Successful completion of the knowledge and application exam gives a recognised qualification from VDA QMC to undertake internal and second party audits.

The course will be provided by approved VDA QMC trainers from SMMT, the official licensee of VDA QMC in the UK.

Who should attend?

The module is designed for people working in the automotive supply chain, including those working in design, engineering, purchasing, logistics, quality and manufacturing. All delegates must have successfully completed Module BII and in addition, for those without previous auditing experience, Module A.

Outcomes

The module includes a knowledge and application exam. After successful completion of both exams, you will receive a VDA QMC auditor card and certificate as a qualified VDA 6.3 Process Auditor.

The exam will be evaluated by approved VDA QMC examiners from SMMT, the official licensee of VDA QMC in the UK.

Cost

Standard Cost - £495 + VAT
SMMT Members - £445 + VAT

Dates

Please scan the QR code or visit www.industryforum.co.uk for additional dates.

25th July 2014

7th November 2014



Scan for more
course content



VDA 6.3 Process Audit - Module E

Duration:
5 days

Developed by the German automotive industry, VDA 6.3 defines a process based audit standard for evaluating and improving controls in a manufacturing organisation's processes. Revised in 2010, the standard was comprehensively restructured to reflect the changes to ISO9001 and customer specific requirements in the automotive industry.

The standard can be used by any organisation, either for internal process audits, or for evaluating potential or existing suppliers.

The module gives a detailed understanding of the application of VDA 6.3 requirements. This covers the entire product realisation process, including Project Management, Product/Process Design/Development, Supplier Management, Production and Customer Interaction.

At the end of the module delegates will understand the structure, content and scoring evaluation system of VDA 6.3, and be able to undertake effective process based audits within their organisation, or at suppliers/potential suppliers.

The course includes the examination to become a certified VDA 6.3 Process Auditor. Successful completion of the knowledge and application exam gives a recognised qualification from VDA QMC to undertake second party audits.

Who should attend?

The module is designed for people working in the automotive supply chain, including those working in design, engineering, purchasing, logistics, quality and manufacturing who are either new to auditing, or have no experience of VDA 6.3 who want to become qualified VDA 6.3 auditors for internal and/or second party audits.

Topics

- Quality systems, application and benefit of process audits (ISO 9001, ISO/TS 16949)
- Audit communication, ethics and code of conduct
- Risk analysis techniques
- Steps of the audit process (from preparation to completion)
- Understanding and application of VDA 6.3 process questionnaires
- Customer requirements and their interpretation (VDA requirements, specific customer requirements)
- Planning, conducting and reporting a VDA 6.3 process audit
- Evaluation rules and scoring criteria using the VDA system
- Undertaking audits of potential suppliers to assess their capability

Outcomes

The module includes practical exercises and case studies to equip delegates to effectively audit and evaluate processes in their organisations and/or at suppliers.

After successful completion of the training and the knowledge and application exam, you will receive a VDA QMC auditor card and certificate as a qualified VDA 6.3 Process Auditor.

Cost

Standard Cost - £1,395 + VAT
SMMT Members - £1,255 + VAT

Dates

Please scan the QR code or visit www.industryforum.co.uk for additional dates.

21st - 25th July 2014

3rd - 7th November 2014



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SMMT Oversight have been appointed by VDA QMC Germany to deliver approved VDA 6.5 training. Developed by the German Automotive Industry, our VDA 6.5 training covers the management of product audit programmes and best practice in carrying out product audits.

This methodology can be used by any organisation and will assist participants in understanding and meeting the ISO/TS 16949 requirement 8.2.4 Product Audit.

The training course will give delegates a detailed understanding of the content of VDA 6.5, the link to ISO/TS 16949 and different approaches that can be used to develop a product audit process. At the end of the course, delegates will understand how to plan, conduct, report and close out findings from product audits.

Who should attend?

The course is designed for people with responsibility for the overall management of product audits together with those people carrying out product audits within their organisations.

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Topics

- Product audit introduction
- Audit program structure and product audit sequence
- Audit planning
- Conducting product audits
- Reporting product audits
- Corrective actions arising from product audits
- Qualification requirements for product auditors

Outcomes

The course will allow ample time for discussion and include delegate exercises and case studies.

Delegates attending this training course will receive an SMMT/VDA-QMC certificate.

Cost

Standard Cost - £495 + VAT
SMMT Members - £445 + VAT

Dates

Please scan the QR code or visit www.industryforum.co.uk for additional dates.

19th August 2014



The Materials Management Operations Guideline/Logistics Evaluation (MMOG/LE) defines a common, industry-wide set of best practices can help to improve delivery performance.

MMOG/LE is an assessment tool used to measure and improve materials planning and logistics efficiency within a manufacturing facility. It is designed to eliminate supply-related delivery risk for all partners within the supply chain. The intent of the MMOG/LE is to validate the organisation has robust material planning and delivery processes in place to support overall business objectives.

Vehicle manufacturers including Ford, GM, Chrysler, JLR, PSA, Volvo Car and Volvo Truck require annual submission of their suppliers' score and/or assessment. Although the tool was developed for the automotive industry, it can be used by any manufacturing organisation to evaluate the effectiveness and efficiency of their processes.

Who should attend?

The training is designed for Managers and Supervisors working directly in the logistics processes (incoming, internal or dispatch) and for personnel working in support functions such as manufacturing, purchasing and IT. It is also relevant for personnel who will be assisting in undertaking a MMOG logistics evaluations in an organisation.

Topics

- Introduction to structure and content of MMOG-LE
- Navigating the MMOG-LE Assessment Document
- The MMOG Assessment Process
- Evaluating the Assessment Results

Outcomes

Delegates will develop an understanding of the structure of MMOG-LE, the assessment criteria and how to undertake an evaluation using the tool.

Cost

Standard Cost - £345 + VAT
SMMT Members - £310 + VAT

Dates

Please scan the QR code or visit www.industryforum.co.uk for additional dates.

18th June 2014

21st July 2014

24th November 2014



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course content



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The Materials Management Operations Guideline/Logistics Evaluation (MMOG-LE) defines a common, industry-wide set of best practices can help to improve delivery performance.

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Who should attend?

Suitable for delegates in an organisation who have a responsibility to manage the MMOG-LE assessment process, including planning, undertaking and reporting assessments and communicating assessment results.

Topics

- Structure and content of MMOG-LE
- Navigating the MMOG-LE Assessment Document
- The MMOG-LE Assessment Process
- Evaluating the Assessment Results

Outcomes

Delegates will develop an understanding of the structure and detailed content of MMOG-LE, the assessment criteria and how to plan, undertake and report an evaluation using the tool.

Cost

Standard Cost - £655 + VAT
SMMT Members - £590 + VAT

Dates

Please scan the QR code or visit www.industryforum.co.uk for additional dates.

19th - 20th June 2014

22nd - 23rd July 2014

25th - 26th November 2014



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 - £345 + VAT
SMMT Members - £310 + VAT

Dates

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



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course content



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

Duration:
4 days

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 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 - £1,595 + VAT
SMMT Members - £1,436+ VAT

Dates

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



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 have 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

Cost

Standard Cost - £1,595 + VAT
SMMT Members - £1,436 + VAT

Dates

Please scan the QR code or visit www.industryforum.co.uk for additional dates.

23rd - 26th June 2014

20th - 23rd October 2014



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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 interested in understanding or implementing workplace organisation techniques within their workspace or whole organisation.

Topics

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

Cost

Standard Cost - £345 + VAT
SMMT Members - £310 + VAT

Dates

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

7 Wastes

Delegates will become competent in becoming able to identify and 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

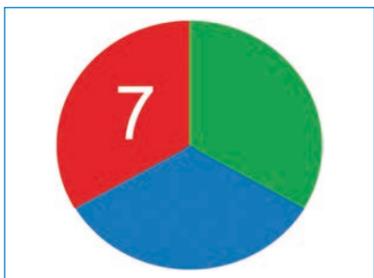
- Identification and elimination of:
 - Overproduction
 - Idle time
 - Inventory
 - Operator Motion
 - Transportation
 - Bad quality
 - Unnecessary processes
- Reallocation of resources
- Calculating benefits of reducing waste

Cost

Standard Cost - £345 + VAT
SMMT Members – £310 + VAT

Dates

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



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 - £345 + VAT
SMMT Members - £310 + VAT

Dates

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

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
- Plan, Do, Check, Act (PDCA) Cycle
- Process Variations
- Development of documentation including:
 - Standardised work chart
 - Job detail sheets
 - Standard work Combination tables

Cost

Standard Cost - £345 + VAT
SMMT Members - £310 + VAT

Dates

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



The Six Sigma Green Belt programme combines both classroom training aligned to the ISO-13053 standard for Six Sigma and educational simulations. This is followed by a coaching and assessment programme run by an Industry Forum Black Belt to achieve a final certification. This consists of an exam at the end of the training; coaching sessions, to provide guidance on the individual project they have been allocated; and a final assessment review of the completed project report, including interview and verification of improvement.

Who should attend?

Suitable for all delegates such as Project Managers, Manufacturing Engineers, Quality Engineers and Supplier Development Engineers who are required to solve complex problems using the Define - Measure - Analyse - Improve - Control (DMAIC) Process.

Topics

The classroom based training covers the following topics over a 5 day programme:-

Day one

- Introduction - Six Sigma Overview, Structure and ISO Standard
- Introduction - Certification Requirements
- Define - Critical To Quality Characteristics (CTQCs) and Voice Of Customer (VOC), Project Charters (Project Refinements), SIPOC and Process Mapping, Cause and Effect Matrix, Waste and Value Analysis

Day two

- Define - Failure Mode and Effect Analysis (FMEA)
- Measure - Data Types - Distribution Curves - Sampling, Data Collection Plan, Measurement System Analysis

Day three

- Analyse - Capability, Data Trails and Charts, Cause and Effect Diagram / 5 Why Analysis

Day four

- Improve - Mistake Proofing, Alternative Idea Generation, Solution Selection, Pilot and Validate Improvements
- Control - Statistical Process Control (SPC), Standard Work

Day five

- A review of the DMAIC process and tools used, a final exam which is based on this 5 day training programme, a review of individual project and discussion on next steps

Outcomes

Delegates will develop their knowledge of each step of the DMAIC Process and will be provided with expert coaching support to enable them to successfully complete their required project.

Cost

Standard Cost - £1,985 + VAT
SMMT Members - £1,787+ VAT

Dates

Please visit www.industryforum.co.uk for additional dates.

18th September 2014



Q. Who can help if I need advice on selecting the right course for me?

A. Contact our Learning Centre Co-ordinator on +44 (0)121 717 6614 or email courses@industryforum.co.uk and we can help you select the right course for your development needs.

Q. How do I book a course?

A. The easiest way to book a course is via the Industry Forum Website www.industryforum.co.uk or contacting the Learning Centre Co-ordinator on +44 (0)121 717 6614 or courses@industryforum.co.uk. A Confirmation email will be sent to notify you the booking has been processed.

Q. What happens next?

A. Joining Instructions will be sent out 2-3 weeks before the course commences including course start times, hotel information, lunch arrangements and course. If you require this information earlier please contact the Learning Centre Co-ordinator on +44 (0)121 717 6614 or courses@industryforum.co.uk

Q. Can I change my booking?

A. Yes, a change can be made but must be confirmed in writing to the Learning Centre Co-ordinator - courses@industryforum.co.uk. If the change is made more than 28 days before the start date of the course no charge will be incurred, however a £100.00 +VAT administration fee will be applied if the change is made within 28 days of the start date of the course. Full terms and conditions are available on the website when booking.

Q. Can I cancel my booking?

A. Yes, a cancellation can be made but must be confirmed in writing to the Learning Centre Co-ordinator - courses@industryforum.co.uk. If the change is made more than 28 days before the start date of the course a £100 +VAT administration fee will be incurred. Cancellations received within 28 days of the course start date will be invoiced in full.

Q. What are my payment options?

A. Payment can be made by BACS, credit card or cheque. Payment must be received in full before the start date of the course.

Q. How many people will be on the course with me?

A. The maximum group size for all Industry Forum training courses is normally 12 delegates to allow ample time for discussion and group interaction.

Q. Do you offer in-house or tailored training?

A. Yes, all of the courses listed in this brochure can be delivered on site at your company and can be tailored to meet your specific needs. For more information contact our Learning Centre Co-ordinator on +44 (0)121 717 6614 or courses@industryforum.co.uk

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