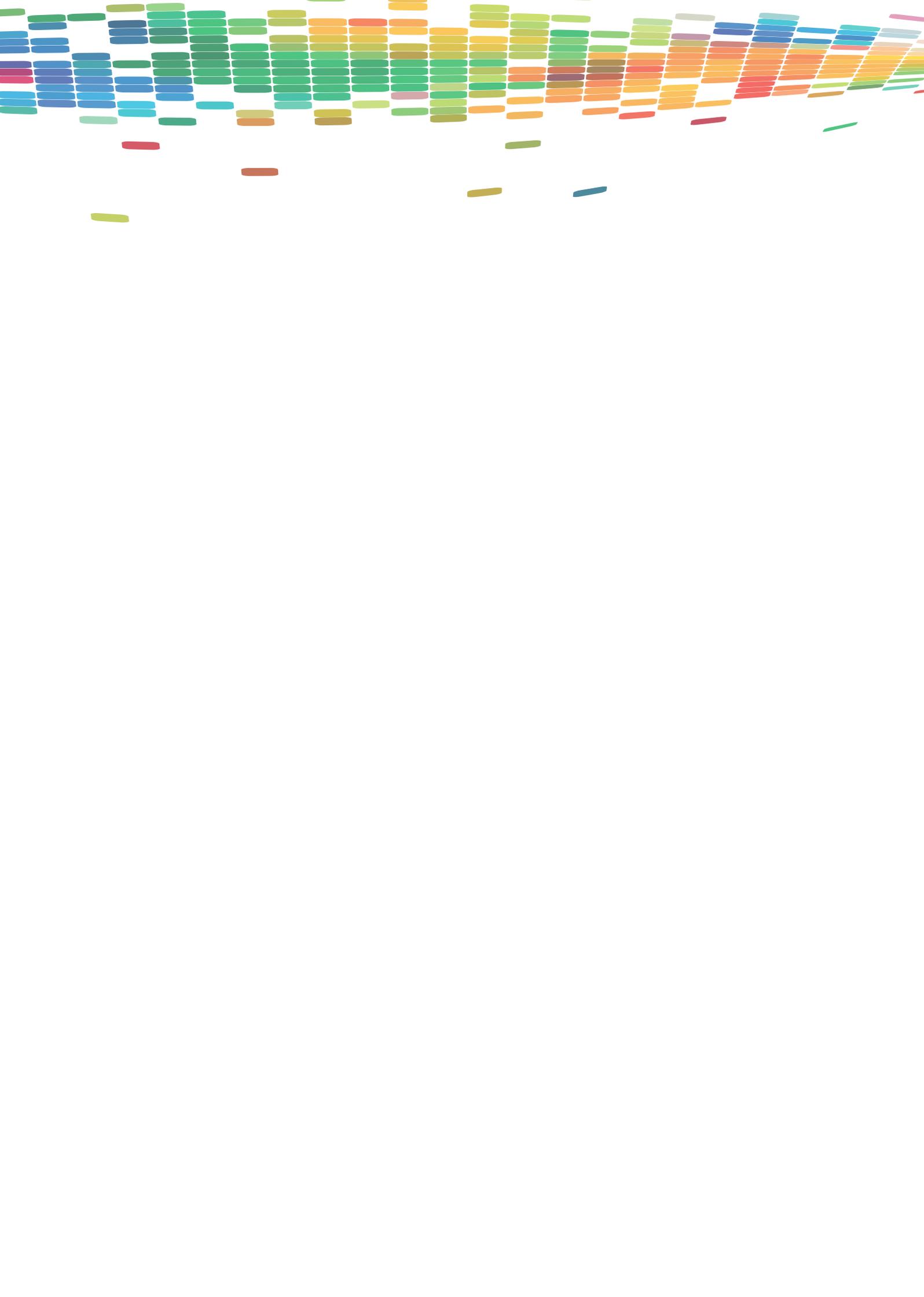


Learning & Development Course Directory 2016





Welcome

Our trainers are expert practitioners with hands-on industrial experience and highly developed communication skills. They have a wealth of technical expertise and often provide on-site advice and coaching. During every course we will encourage collaboration and sharing of practical experiences, ensuring learning can be put into context and empowering delegates to apply their new skills successfully in their workplace as well as making sustainable improvements.

Open courses are delivered at our modern Learning Centre on Birmingham Business Park with easy access to major road, rail and air networks. Our naturally lit, air-conditioned training rooms enable you to concentrate on your learning in the best possible environment with excellent facilities, refreshments and plenty of workspace. If required we will be happy to recommend a selection of hotels in close proximity offering high levels of accommodation to suit your budget.

Depending on your specific needs and location, we can deliver on-site 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 allowing you to tailor the training to the specific needs of your team.

Here are some of the reasons why delegates would recommend us:

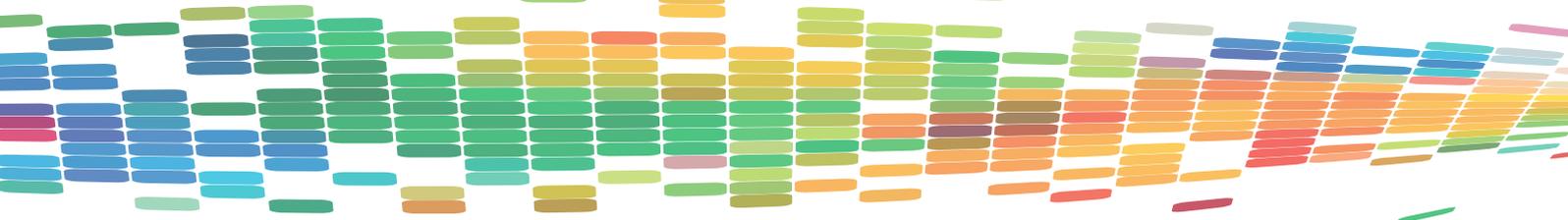
- High level of trainer experience and competence
- Practical group exercises
- Working as a team in role play
- Proven track record of training
- Case studies that put theory into real life situations
- Comprehensive course content

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





ISO/TS16949: 2009

ISO/TS 16949 Lead Auditor Training for First and Second Party Auditors	9
ISO /TS 16949 Internal Auditor Training	10
ISO/TS 16949 Lead Auditor Recertification Training for First and Second Party Auditors	11

Core Tools

Core Tools Certification Course	
Specific Core Tools Training	
- Advanced Product Quality Planning (APQP)	14
- Failure Mode and Effects Analysis (FMEA) Training	15
- Statistical Process Control (SPC) Training	16
- Measurement Systems Analysis (MSA) Training	17
Core Tools Awareness and Application	18
Advanced product Quality Planning (APQP) Management Awareness	19
Failure Mode and Effects Analysis (FMEA) for Practitioners	20
Production Part Approval Process (PPAP)	21
Problem Solving	22
AS13000 8D Problem Solving	23

VDA 6.3 Process Audit

VDA 6.3 Process Audit Module A	26
VDA 6.3 Process Audit Module BII	27
VDA 6.3 Process Audit Module C	28
VDA 6.3 Process Audit Module E	29
VDA 6.3 Process Audit Module G	30

VDA 6.5 Product Audit

VDA 6.5 Product Audit Training	31
--------------------------------	----

VDA

Maturity Level Assurance (MLA)	32
Field Failure Analysis (FFA)	33
Product Safety Representative (PSB)	34

Contents

Contents

VDA 2

Production Process & Product Approval (PPA) 35

MMOG - LE

MMOG - LE Awareness Training 37

MMOG - LE Practitioner Training 38

Total Productive Maintenance (TPM)

Introduction to Total Productive Maintenance 40

Total Productive Maintenance Foundation Workshop 41

Continuous Improvement

Workplace Organisation Training 42

Waste Elimination Training 42

Lean Foundation Workshop 43

Visual Management & Line Balance Training 44

Standardised Work Training 44

Six Sigma

Six Sigma Green Belt Certification and Training 45

Six Sigma Black Belt Certification and Training 46 & 47

APICS (CPIM)

Basics of Supply Chain Management 49

Master Planning of Resources 50

Detailed Scheduling and Planning 51

Execution & Control of Planning 52

Strategic Management of Resources 53

Frequently Asked Questions 54

How to Find Us 55



Richard Hammond



Richard started his working life at Rolls Royce motors Ltd as a Technical Apprentice and subsequently graduating to the role of Maintenance and Installation Engineer. He progressed to his current position at Industry Forum via Industrial Robotics and Certification body auditing

Niall Kealey



Niall joined SMMT Industry Forum in 2002 from a manufacturing background. He was engaged in the implementation of lean improvement activities across a range of organisations and sectors for 8 years before joining the SMMT IATF Oversight Office. His current role focusses on the global automotive scheme ISO/TS16949. He delivers licensed training courses globally on a range of VDA courses including VDA 6.3 (manufacturing process improvement and new product introduction).

Adam Woodward



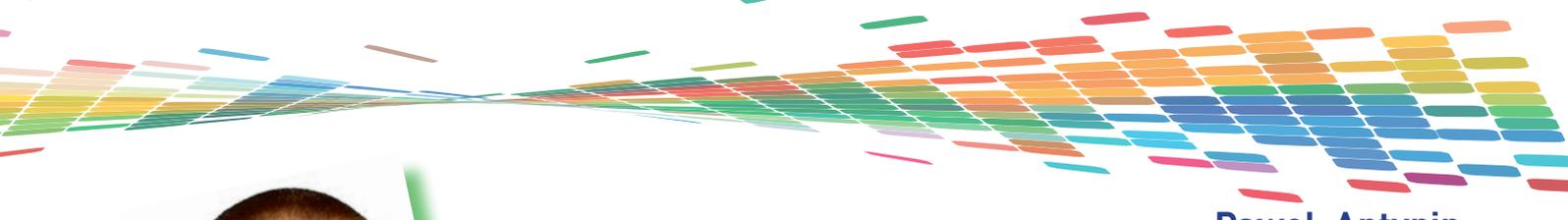
A qualified SMMT trainer, competent to deliver recognised International Automotive Task Force (IATF) ISO/TS16949: 2002 Certification Body Auditor Training and Evaluation. Competent to deliver a wide range of SMMT IF training related ISO/TS16949 to organisations in the Automotive Supply Chain including: 2002 Lead Auditor Certification; 2002 Auditor Training; 2002 Management and Employee awareness training; Automotive core tools including APQP, PPAP, SPC, MSA, FMEA and Control Plan; Problem solving, 8D and Quality Operating System (QOS) ISO14001 and OHAS 18001

John Dinnie



John has worked in senior quality and project manager positions in Automotive Products, as Quality Assurance Manager at Tube Products and Quality Assurance Manager and Director at GKN Automotive. John was seconded from GKN to Industry Forum in 2001 and joined permanently in 2002.

Your trainers



Pawel Antypin



Pawel is working at tier 1 automotive suppliers since 2004, and since 2007 he has been a Quality & Environmental Systems Manager and Management Representative for ISO/TS 16949 and ISO 14001. His last role gave him an opportunity to change and improve quality management systems. He changed approach's to quality audits, rebuild process structure, implemented monthly management reviews, established supplier audits (VDA 6.3), and supplier approval system and many more, which resulted in significant improvement at certification and OEM audits results. In 2011 I began to cooperate with a TUV Academy to perform a quality related courses as a trainer. It gave me an excellent experience with managing teams and significantly improved my knowledge in a quality management and quality tools. Pawal's last challenge was to improve and spread thorough the company the knowledge and understanding of a customer specific requirements for such customers like Ford, GM, BMW, VW Group and HMC.

Ian Ford

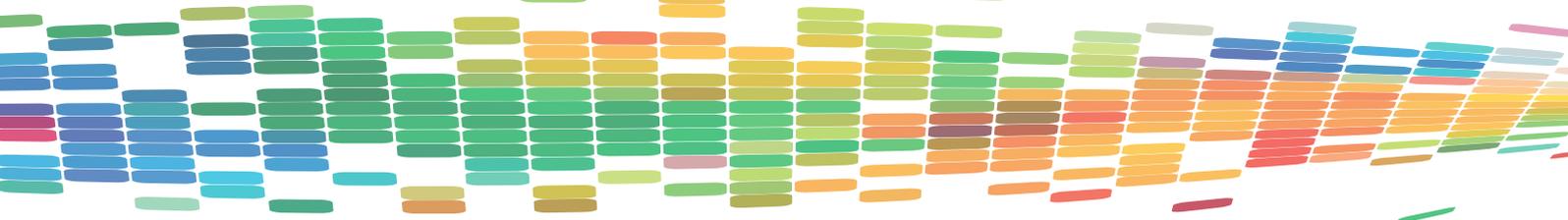


Ian is a uniquely experienced Lean & Business Improvement expert with an exceptional background of organisational transformation in a wide range of industry sectors. He has an outstanding track record of delivering dramatic performance improvement in a variety of challenging environments. These have included Thales UK, BAE Systems, Goodrich, Defence Aviation Repair Agency (DARA), MoD, Israel Aircraft Industries, BNFL, TRW, Polestar Group, NHS, Royal Mail, Woolworth, Scottish Provident, BOC Group, Escorts Tractors (India) and Dairygold. This experience has provided him with a unique wealth of knowledge that he can draw upon and apply in a wide range of situations.

Robin Goodfellow



Robin started his career with Rolls-Royce. He moved to Burroughs, holding various positions including systems analyst, systems manager, account manager, consultant and marketing manager. He spent 3 years in USA with responsibility for marketing manufacturing systems, such as TMS and BAMCS, worldwide (outside USA). For more than 25 years he has been independent, providing education and training on manufacturing planning & control (MPC) systems, including MRP, MRPII, ERP, Supply Chain, Sales & Operations Planning (S&OP) and Lean. He has also completed consultancy assignments in which he helped companies significantly improve their use of MPC systems. He has written and published 2 booklets on MRPII and S&OP, of which thousands have been sold.



Why choose us?

“Good training course, materials and trainer. Trainer is very knowledgeable about the subject and was able to help the participants to better understand the subject”

Malanie Manze, EMAL

“Very good comprehensive training and applicable business knowledge and ability to apply to our business context”

Sarah Robinson, Cummins

We scored **9/10** for overall experience*

“A thorough introduction to VDA 6.3. If I felt the need for further training, Industry Forum would be my chosen training centre”

Robert Macke, Dynacast UK

“The course delivery was clear, detailed and well timed. It covered the relevant aspects of the topic so that practical implications should run smoothly.

Peter Case, AMDS

“Based on the professionalism and knowledge level of this instructor others aren’t as competent, it would be easy to recommend Industry Forum.”

Sherri Marmorstein, Hitchiner Manufacturing Co

97% Would recommend us as their chosen training provider*

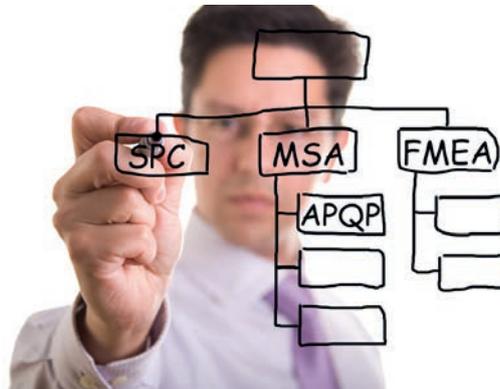
“The skills and information and knowledge of the trainer.”

Malcolm Fletcher, Marrill Ltd

“Good supply chain focused course. Well presented and delivered”

Andrew Brown, Sky

ISO/TS16949: 2009



Topics Covered

- Background and development of ISO/TS16949
- The links to ISO9001
- The 8 Quality Management Principles
- Overview of ISO/TS16949 requirements
- Understand the linkages 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

“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

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

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.



Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

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

Shin Etsu Handotai

Duration:	5 days
Standard Cost	£1,299 + VAT
SMMT Members	£1,169 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

January:	25th - 29th
March:	7th - 11th
May:	9th - 13th
July:	4th - 8th
September:	26th - 30th
November:	21st - 25th

ISO/TS16949 Internal Auditor Training

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.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

“Delivered extremely well and gave plenty of help and guidance.”

Daryl Barker

Duration:	2 days
Standard Cost	£649 + VAT
SMMT Members	£584 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

February:	8th - 9th
April	11th - 12th
June:	13th - 14th
September:	6th - 7th
October:	17th - 18th
November:	28th - 29th

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

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.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

“Thorough, relevant and up to date information and experience on subject.”

Paul Maguire

Duration: 2 days

Standard Cost £699 + VAT

SMMT Members £629 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

February: 25th - 26th

June: 15th - 16th

December: 1st - 2nd

Core Tools

2



Topics Covered

SPC

- 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

MSA

- 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

FMEA

- 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

"The interaction is good - high level of exercises which is essential. John is extremely knowledgeable and able to answer questions in depth. Any courses success relies on the integrity of the person delivering and John was a plus on this course."

Eric Skyes

Core Tools Certification Course

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 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.

*"Number 1 in the country
at what they do."*

Course delegate
31st March - 4th April 2015

Duration:	5 days
Standard Cost	£1,299 + VAT
SMMT Members	£1,169 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

February:	1st - 5th
April	18th - 22nd
June:	20th - 24th
September:	5th - 9th
October:	3rd - 7th
December:	5th - 9th

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.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

“Delivered well in an entertaining method.”

**Course delegate
31st March 2015**

Duration:	1 day
Standard Cost	£349 + VAT
SMMT Members	£314 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

February:	1st
April	18th
June:	20th
September:	5th
October:	3rd
December:	5th

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.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

“Good facilities and a high level of teaching.”

Course delegate
23rd September 2015

Duration:	1 day
Standard Cost	£349 + VAT
SMMT Members	£314 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

February:	2nd
April	19th
June:	21st
September:	6th
October:	4th
December:	6th

Specific Core Tools 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.

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.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

"Best training courses in the industry."

**Course delegate
24th September 2015**

Duration:	1 day
Standard Cost	£349 + VAT
SMMT Members	£314 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

February:	3rd
April	20th
June:	22nd
September:	7th
October:	5th
December:	7th

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.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

“A necessity for automotive quality teams.”

Course delegate
10th February 2104

Duration:	1 day
Standard Cost	£349 + VAT
SMMT Members	£314 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

February:	4th
April	21st
June:	23rd
September:	8th
October:	6th
December:	8th

Core Tools Awareness and Application

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.

Please email: courses@industryforum.co.uk/training for available dates

*"Friendly, interactive,
good pace, great staff."*

**Course delegate
In company training course**

Duration: 2 days

Standard Cost £699 + VAT

SMMT Members £629 + VAT

Advanced Product Quality Planning (APQP) Management Awareness

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.

Please email: courses@industryforum.co.uk/training for available dates

“Good quality training by professional tutors.”

Course delegate
In company training course

Duration: 2 days

Standard Cost £699 + VAT

SMMT Members £629 + VAT

Failure Mode and Effects Analysis (FMEA) for Practitioners

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.

Please email: courses@industryforum.co.uk/training for available dates

“Great opportunities to ask questions and interesting course.”

Course delegate
In company training course

Duration:	2 days
Standard Cost	£699 + VAT
SMMT Members	£629 + VAT

Production Part Approval Process (PPAP)

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.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

“Allows good understanding of the base of PPAP with simplified explanations.”

Course delegate
16th May 2014

Duration:	1 day
Standard Cost	£349 + VAT
SMMT Members	£314 + VAT

Where and When
SMMT Industry Forum Ltd, Birmingham:

June:	6th
October:	19th

Problem Solving

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.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

“Each element of the process explained and put onto context. Great overview.”

**Course delegate
In company training course**

Duration:	1 day
Standard Cost	£399 + VAT
SMMT Members	£359 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

February:	10th
April	13th
September:	8th
November:	30th

AS13000 8D Problem Solving

8D stands for the Eight Disciplines that define the structured approach to problem solving. These disciplines are:

- D0 – Implement Immediate Containment and Prepare for 8D
- D1 – Form the Team
- D2 – Define the Problem
- D3 – Develop Containment Actions
- D4 – Identify and Verify Root Causes
- D5 – Identify Corrective Action
- D6 – Implement Corrective Actions
- D7 – Define and Plan Preventive Action
- D8 – Recognize the Team

The AS13000 standard requires that suppliers use the 8D process to respond to a customer request for corrective and preventive action.

Who should attend?

The course is primarily aimed at those who will lead supplier 8D problem solving activities. The AS13000 standard states that “The correct training of 8D practitioners is key to the successful outcome of the process. Each supplier shall employ or have access to a problem solving practitioner who has been trained by a training provider meeting the requirement of the training syllabus”.

Topic

- How to solve problems following the 8D methodology defined in AS13000
- Supporting tools and techniques as required by AS13000 including:
 - Histograms
 - Run and control charts
 - Pareto analysis
 - Cause and Effect / fishbone analysis
 - 5 Why's root cause analysis
 - Solution selection
 - Mistake Proofing
 - Managing team dynamics and facilitation
 - Questioning and listening techniques
 - Communication with stakeholders
 - Supporting documentation requirements

Outcome

Accreditation as an 8D Problem Solving Practitioner is through course attendance, an exam and subsequent application of the approach, tools and techniques.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

Duration: 2 day

Standard Cost £699 + VAT

SMMT Members £628 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

March	1st - 2nd
June	28th - 29th
September	21st - 22nd
Nov - Dec	30th - 1st

3

VDA 6.3 Process Audit



Topics Covered - VDA 6.3 Module A

- Quality systems, application and benefit of process audits (ISO 9001, ISO/TS 169)
- 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

Topics Covered - VDA 6.3 Process Audit Module BII

- 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

VDA 6.3 process Audit Module C

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 Industry Forum on behalf of SMMT the official licensee of VDA QMC in the UK.

Topics Covered - VDA 6.3 Process Audit Module E

- 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

Topics Covered - VDA 6.5 Product Audit

- 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



VDA

MLA

Topics Covered -Maturity Lever Assurance (MLA)

- Background and motivation for using MLA
- Aims, purposes and scope of MLA
- Risk classification
- Review of maturity levels ML0 – ML7
- Understanding of measurement criteria behind each maturity level
- Comparison between APQP and MLA
- Assessment, reporting and escalation of the MLA requirements
- Evaluation rules and scoring criteria

FFA

Topics Covered -Field Failure Analysis (FFA)

- Aims and purpose of FFA
- Problem analysis
- NTF process
- Performance indicators and improvement
- Data communication and reporting
- Establishing the process in your organisation
- Evaluation rules and scoring criteria

PSB

Topics Covered -Product Safety Representative (PSB)

- Background and the need for Product Safety Representative (PSB)
- Key elements of a system containing risks
- Product safety management and the role of the PS
- Lessons learnt, risk classification and structured action
- VW Group requirements for PSB
- Evaluation rules and scoring criteria

VDA 2 - Production Process & Product Approval (PPA)

*“Structured content easy to follow
applicable to every day work”*

James Strad, NSK

VDA 6.3 Process Audit - Module A

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.

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.

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.

Please email: courses@industryforum.co.uk/training for available dates

Duration:	2 days
Standard Cost	£769 + VAT
SMMT Members	£692 + VAT

VDA 6.3 Process Audit - Module BII

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.

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)

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.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

Duration:	3 days
Standard Cost	£1,049 + VAT
SMMT Members	£944 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

March	2nd - 4th
October	12th - 14th

VDA 6.3 Process Audit - Module C

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, delegates 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.

Please email: courses@industryforum.co.uk/training for available dates

"Style of teaching is very effective. Use of exercises are gripping, engaging and motivational."

Course delegate
February 2015

Duration:	1 day
Standard Cost	£549 + VAT
SMMT Members	£494 + VAT

VDA 6.3 Process Audit - Module E

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.

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

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. 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.

Duration:	5 days
Standard Cost	£1,549 + VAT
SMMT Members	£1,394 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

January:	18th - 22nd
March	14th - 18th
May:	23rd - 27th
July:	18th - 22nd
September:	12th - 16th
November:	7th - 11th

VDA 6.3 Process Audit - Module G

This training module is applicable to certified VDA 6.3 auditors that do not meet the VDA requalification requirements. To extend an existing VDA 6.3 auditor qualification, VDA require that the auditor has completed a minimum of five VDA 6.3 audits with at least one of them covering all sections of VDA 6.3 (P2-P7). Where the auditor meets this requirement, they can apply to SMMT to have their qualification extended.

Where the auditor has not completed the minimum number of audits, they must undertake a two day refresher training course, Module G, before applying to extend their qualification.

The training will provide an opportunity to share experiences and further develop auditor application skills as well as providing refresher training around the sections of VDA 6.3 together with the audit process and reporting.

There will be an open book multiple choice test at the end of the course.

Who should attend?

This training module is applicable to certified VDA 6.3 auditors that do not meet the VDA requalification requirements.

Topics

- Recap of contents of individual chapters of VDA 6.3
- Risk analysis with Turtle model
- ISO 19011 guideline for auditing management systems
- The individual steps of an audit as a process
- Interview techniques for auditors
- Refresher on process elements P1 to P7
- Audit report, documentation and completion
- Explanation of current SI's and FAQ's

Outcomes

There will be an open book multiple choice test at the end of the course. Successful completion of this will result in a VDA/SMMT certificate allowing the participant to formally request an extension to their auditor qualification.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

Duration:	2 days
Standard Cost	£549 + VAT
SMMT Members	£494 + VAT

Where and When
SMMT Industry Forum Ltd, Birmingham:
November 2nd - 3rd

VDA 6.5 Product Audit Training

SMMT Industry Forum 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.

SMMT Industry Forum 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.

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.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

Duration: 1 day

Standard Cost £549 + VAT

SMMT Members £494 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

March: 9th

November: 1st

Maturity Level Assurance (MLA)

Developed by the German automotive industry Maturity Level Assurance defines a structured approach to managing and controlling new projects. Increasing product quality and greater competition, combined with a higher demand for quality from end users and rising warranty costs are having an even greater influence on the cooperation between automotive manufacturers and their supply chain.

This manifests itself as intensive interactions between customer and supplier throughout the product development process, leading up to volume production.

Maturity Level Assurance was developed in Germany in 2005 and translated into English in 2010 to structure and support this process.

The approach can be used by any organization to manage and control the new product introduction process with suppliers and includes all the aspects of Advanced Product Quality Planning (APQP).

Who should attend?

This course is designed for people working on new product developments within the automotive supply chain, including those working in design, engineering, purchasing, logistics, quality and manufacturing.

Topics

- Background and motivation for using MLA
- Aims, purposes and scope of MLA
- Risk classification
- Review of maturity levels ML0 – ML7
- Understanding of measurement criteria behind each maturity level
- Comparison between APQP and MLA
- Assessment, reporting and escalation of the MLA requirements

Outcomes

At the end of this training, delegates will understand how to assess the risk level of the products being developed and use the Excel tool to assess the measurement criteria across the eight Maturity Levels.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

Duration:	2 days
Standard Cost	£849 + VAT
SMMT Members	£764 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

February:	25th - 26th
October:	17th - 18th

Field Failure Analysis (FFA)

Developed by the German automotive industry Field Failure Analysis defines a joint approach between the customer and supplier for the analysis of field returns including no fault found scenarios.

Field Failure Analysis was developed in Germany in 2009.

The approach can be used by any organization to manage and learn from field failures.

Who should attend?

This course is designed for people working within the automotive supply chain, including those working in design, engineering, production, warranty, quality and sales.

Topics

- Aims and purpose of FFA
- Problem analysis
- NTF process
- Performance indicators and improvement
- Data communication and reporting
- Establishing the process in your organisation

Outcomes

At the end of the training, delegates will understand the VDA requirements around Field Failure Analysis and be able to establish a process for this within their organisation.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

Duration:	2 days
Standard Cost	£849 + VAT
SMMT Members	£764 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

March:	7th - 8th
October:	12th - 13th

Product Safety Representative (PSB)

VW Group require each supplier to appoint a Product Safety Representative (PSB). VDA QMC have developed, in conjunction with VW Group, a training course covering this activity. The course covers risk based thinking, the approach to product safety management and the impact and management of lessons learnt. The training clearly explains the VW group requirements for this role.

The approach can be used by any organization to help ensure product safety and eliminate risks resulting in reduced likelihood of product liability claims.

This training is applicable to the entire VW group supply chain.

Who should attend?

This course is designed for the nominated Product Safety Representative for suppliers in the VW Group supply chain.

Topics

- Background and the need for Product Safety Representative (PSB)
- Key elements of a system containing risks
- Product safety management and the role of the PS
- Lessons learnt, risk classification and structured action
- VW Group requirements for PSB

Outcomes

At the end of this training, delegates will understand the knowledge and activities of the PSB and their role within the organization.

Delegates will also understand the VW Group requirements around Product Safety Representative.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

Duration:	2 days
Standard Cost	£769 + VAT
SMMT Members	£692 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

Feb-March:	29th - 1st
October:	10th - 11th

VDA 2

Developed by the German automotive industry VDA 2, Production Process & Product Approval (PPA) defines a structured approach to product and process approval. This is the German automotive industry equivalent of the Production Part Approval Process (PPAP). This 5th edition of the publication has been completely restructured in order to describe the requirements relating to the approval of new or modified parts.

Who should attend?

This course is designed for people working within the automotive supply chain, including those working in quality, design, engineering, purchasing, logistics, and manufacturing.

Topics

- Background and scope of VDA 2
- The need for VDA 2 and interfaces with other standards
- Sequence and flow of product and process approval (PPA)
- Planning and coordination of PPA and links to product development process
- Trigger matrix links to change management
- Sampling levels and requirements
- Documentation to support VDA 2

Outcomes

At the end of this training, delegates will understand the various submission levels and documentation requirements together with linkages to other VDA standards, including Maturity Level Assurance (MLA).

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

Duration:	2 days
Standard Cost	£769 + VAT
SMMT Members	£692 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

April	20th - 21st
October	19th - 20th

MMOG - LE



Topics Covered - MMOG - LE Awareness Training

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

Topics Covered - MMOG - LE Practitioner Training

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



“The course delivery was clear, detailed and well timed. It covered the relevant aspects of the topic so that practical implications should run smoothly.”

Peter Case, AMDS

Materials Management Operations Guideline Logistics Evaluation (MMOG-LE) Awareness Training

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.

*“Very informative,
well delivered and
professional.”*

Zakariay Patel, AMDS

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

Duration:	1 day
Standard Cost	£299 + VAT
SMMT Members	£269 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

March:	15th
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Materials Management Operations Guideline Logistics Evaluation (MMOG-LE) Practitioner Training

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?

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.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

Duration: 2 days

Standard Cost £549 + VAT

SMMT Members £494 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

March

16th - 17th

Total Productive Management (TPM)

6



Topics Covered - Introduction to TPM

- 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

Topics Covered - Foundation Workshop

- 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

“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*

Introduction to Total Productive Maintenance (TPM)

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.

Please email: courses@industryforum.co.uk/training for available dates



Duration:	1 day
Standard Cost	£399 + VAT
SMMT Members	£359 + VAT

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

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.

Please email: courses@industryforum.co.uk/training for available dates

“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, 2015

Duration: 4 days

Standard Cost £1,499 + VAT

SMMT Members £1,349 + VAT

Continuous Improvement

Topics - Workplace organisation

- 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



Topics - Waste Elimination

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

Topics - Lean Foundation - Practical Application of Lean Tools and Techniques 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

Topics - Visual management and Line Balance

- 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

Topics - Standardised Work

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

“Thorough delivery of fundamentals followed by application of tools, extremely useful”

Ashley Motha, Cummins 2015

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

Duration:	1 day
Standard Cost	£399 + VAT
SMMT Members	£359 + VAT

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

Duration:	1 day
Standard Cost	£399 + VAT
SMMT Members	£359 + VAT

Please email:
[courses@industryforum.co.uk/
 training](mailto:courses@industryforum.co.uk/training)
 for available dates

Lean Foundation Workshop - Practical Application of Lean Tools and Techniques

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.

Please email: courses@industryforum.co.uk/training for available dates

Duration:	4 days
Standard Cost	£1,499 + VAT
SMMT Members	£1,349 + VAT

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

Duration:	1 day
Standard Cost	£399 + VAT
SMMT Members	£359 + 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
- Plan, Do, Check, Act (PDCA) Cycle
- Process Variations
- Development of documentation including:
 - Standardised work chart
 - Job detail sheets
 - Standard work Combination tables

Duration:	1 day
Standard Cost	£399 + VAT
SMMT Members	£359 + VAT

Please email:
[courses@industryforum.co.uk/
 training](mailto:courses@industryforum.co.uk/training)
 for available dates

Six Sigma Green Belt Training and Certification

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

To make the six sigma approach more accessible the Industry Forum Green Belt programme is built around the use of Microsoft Excel software rather than Minitab statistical software. The programme comprises five days training supported by coaching, mentoring and assessment support as shown below. The training phase is phased over a two month period with coaching activities taking place between sessions:

- **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, Measure 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

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

Duration:	5 days
Standard Cost	£2,599 + VAT
SMMT Members	£2,340 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

May:	23rd - 27th
September:	26th - 30th

Six Sigma Black Belt Training and Certification

The Industry Forum Six Sigma Black Belt programme is designed to deepen and broaden skills and confidence in Problem Solving and Process Improvement in a team-based environment. Delegates will be exposed to a range of Black Belt level advanced quality tools that will develop their roles as coaches of Green Belts and leading more complex projects.

The training is delivered by highly qualified Black Belt tutors with years of professional experience. They will work with you to ensure that you gain a thorough understanding of the Define, Measure, Analyse, Improve and Control (DMAIC) process and learn how to deploy the methodologies and tools to drive business improvements.

Who should attend?

This course is aimed at people who have previously completed a Green Belt level programme or equivalent. It is particularly suitable for those who work with complex processes or support others working on improvement projects.

Topics

- Working with others to identify and quantify opportunities for improvement within their organisation
- Organising multi-disciplinary teams and managing improvement projects
- Leading complex improvement projects using the DMAIC methodology and advanced quality tools
- Monitoring own and others progress in the completion of improvement projects
- Coaching others in the Six Sigma methodology and tools

Outcomes

Delegates completing this course will receive a certificate of attendance and those who fully meet the accreditation criteria will receive a Certified Six Sigma Black Belt Award.

By the end of this Six Sigma Black Belt training programme, delegates will be able to:

- Understand in depth Six Sigma philosophy, methods, and process improvement to strengthen confidence in leading application of DMAIC and Continuous Improvement
- Facilitate business improvement approaches to key projects in a variety of circumstances
- Drive complex problem resolution and solution development
- Achieve improvements, secure cost and time savings across business operations and return on investment
- Increase competence in variability reduction and advanced statistical process control
- Further develop skills to use analytics, mathematical models and design techniques
- Strengthen their leadership capability with a professional qualification and be able to coach Six Sigma basics to others in the organisation
- Boost customer confidence and satisfaction

Coaching Included

Individual 1-2-1 coaching sessions are included within the programme.

Software Specification

Minitab is the software of choice for Six Sigma practitioners and delegates will need access to this throughout the programme.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

Content

Phase 1

Launch, Overview, Define and Project Management - 2 days

- Six Sigma deployment
- Six Sigma methodology and reporting
- Project selection and scoping
- Problem statements
- Operational Definitions
- Kano Model
- Boundary Diagrams
- P-Diagrams
- DFMEA/PFMEA
- Is/Is Not
- Project Charters
- Project Management tools and communication planning

Phase 2

Measure - 3 days

- Variable and Attribute data
- Power and Sample size
- Normality Testing
- Handling non-normal data
- Measurement Systems Analysis
- Probability
- Capability Analysis (variable and attribute data)
- Long term v short term data
- Cost of Poor Quality and Taguchi Loss
- Function

Phase 3

Analyse 1 and Project Reviews - 2 days

- Graphical Analysis tools including:
- Multi Vari Charts
- Correlation and regression
- Confidence Intervals
- Root Cause Analysis
- Hypothesis Testing
- ANOVA
- Project reviews

Phase 4

Analyse 2 - 2 days

- Mid Reviews
- Design of Experiments

Phase 5

Improve and Control - 2 days

- Validation of Improvements
- Standard Operating Procedures
- Reliability
- Error Proofing
- Long-term MSA
- Control Charts
- Replication

Phase 6

Project Reviews - 1 day

- Project reviews

Duration:	12 days
Standard Cost	£3,999 + VAT
SMMT Members	£3,599 + VAT

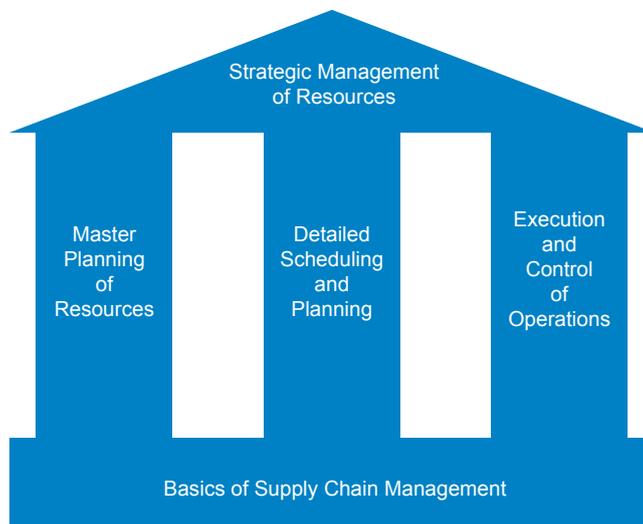
Where and When

SMMT Industry Forum Ltd, Birmingham

March:	Phase 1	2 days	Launch, Overview, Define & Project Management	21st - 31st
April:	Phase 2	3 days	Measure	12th - 14th
May:	Phase 3	2 days	Analyse 1 and Project Review	10th - 11th
June:	Phase 4	2 days	Analyse 2	14th - 15th
July:	Phase 5	2 days	Improve and Control	11th - 12th
Sept:	Phase 6	1 day	Project Reviews	22nd

APICS (CPIM)

8



The APICS CPIM programme is divided into five process orientated topic areas to provide participants with the best possible educational assessment and knowledge base.

Topics Covered:

Basics of Supply Chain Management

The basic concepts in managing the complete flow of materials in a supply chain from suppliers to customers. Supply chain concepts are introduced and basic terminology emphasised, as are relationships among activities in the supply chain.

Master Planning of Resources

The topics of demand management, sales and operations planning and master scheduling are examined in-depth.

Detailed Scheduling and Planning

Inventory management, materials requirements planning, capacity requirements planning, procurement and supplier relationships.

Execution and Control of Operations

The principles, approaches and techniques needed to schedule, control, measure and evaluate the effectiveness of production operations.

Strategic Management of Resources

Strategic planning and implementation and a look at how market requirements drive the resources and processes of an organisation.

Dates can be subject to change. Please check the website to ensure that you have the most current dates available.

Please visit www.industryforum.co.uk

"I would recommend the course as it has lots of useful content"

Daniel Bonici, BSKyB

Basics of Supply Chain Management

The basic concepts in managing the complete flow materials in a supply chain from suppliers to customers are covered. This course covers manufacturing, distribution, service and retail industries. This includes the fundamental relationships in the design, planning, execution, monitoring and control that occur.

This course consists of ten sessions covering a wide range of topics in detail. Topics include manufacturing planning and control, MRP to ERP, demand manufacturing, master planning and S&OP, MS & MPS, capacity planning, aggregated inventory management, purchasing and distribution, Lean and quality systems and many more.

Who should attend?

Basics of Supply Chain Management is suitable to those who work in a supply chain planning environment or require a fuller understanding of management and planning in regard to demand, procurement, supplier and materials requirement.

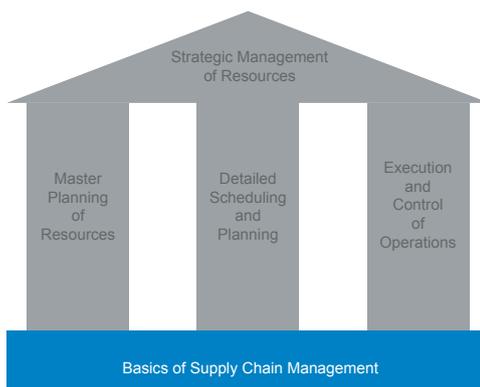
A recognised subject within its own right, this course is also one of the core modules in the APICS CPIM programme and is ideal for those who wish to gain CPIM in bite sized pieces.

Topics

- Increase your functional knowledge of production and inventory management
- Understand the various functions within a company (such as purchasing, planning, finance, engineering) that are linked by the ERP system
- Gain the knowledge to apply the principles of ERP software based upon, including lessons covering various functions within a company (for example, purchasing, planning, finance)

Outcomes

- Improved understanding of your organisation's supply chain
- Ability to streamline operations through accurate forecasting
- Improved knowledge and organisational skills to strategically streamline operations
- Knowledge of the tools to effectively manage global supply chain activities where suppliers, plants, distributors and customers are located around the world
- An understanding of how to interact with existing resources and your ERP system to increase the efficiency of the workplace
- The skills to create consistency and foster collaboration through best practices, common terminology and corporate-wide communication



Duration: 5 days

Standard Cost £960 + VAT

SMMT Members £864 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

February: 22nd - 26th
October: 3rd - 7th

Master Planning Of Resources

In Master Planning of Resources participants explore and learn to apply the principles of demand management, sales and operations planning, master scheduling, distribution planning and to identify conditions that require action.

This module evaluates knowledge of both supply and demand planning for mid to long-term independent demand.

This course consists of eight sessions covering a wide range of topics in detail. Topics include forecasting demand, demand management and customer service, distribution planning, S&OP and master scheduling, managing master scheduling and many more.

Who should attend?

Master Planning of Resources is suitable to those who work in a supply chain planning environment or require a fuller understanding of management and planning in regard to demand, procurement, supplier and materials requirement.

A recognised subject within its own right, this course is also one of the core modules in the APICS CPIM programme and is ideal for those who wish to gain CPIM in bite sized pieces.

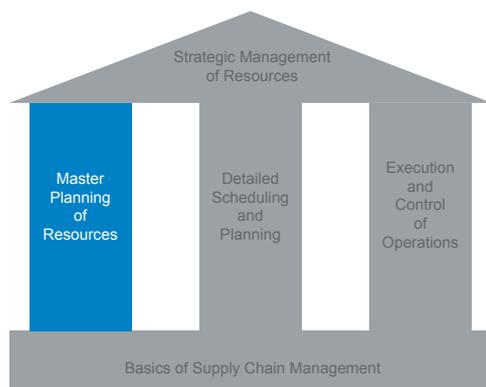
Topics

- Increase your functional knowledge of production and inventory management
- Recognise all demands for goods and services to support the market place
- Bring together all the plans for the business
- Plan the distribution network and replenishment
- Understand the various functions within a company such as purchasing, planning, finance and engineering which are linked by the MPR system

Outcomes

- Improved understanding of your organisation's supply chain
- How to streamline operations through accurate forecasting
- Improved knowledge and organisational skills to strategically streamline operations
- Knowledge of the tools to effectively manage global supply chain activities where suppliers, plants, distributors and customers are located around the world
- An understanding of how to interact with existing resources and your MPR system to increase the efficiency of the workplace

Please email: courses@industryforum.co.uk/training for available dates



Duration: 3 days

Standard Cost £860 + VAT

SMMT Members £774 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

March: 21st - 23rd

Detailed Scheduling and Planning

Detailed Scheduling and Planning provides participants with a working knowledge of the tools and techniques for inventory planning, including planning techniques such as MRP, CRP, Lean and TOC. Participants understand the effect of using each technique, know standard measurements for inventory, materials, capacity, supplier performance and recognise when to escalate issues.

This course consists of nine sessions covering a wide range of topics in detail. Topics include inventory policies and planning, using the material planning process, MRP mechanics, MRP outputs and managing projects, detailed capacity planning and management, supplier relationships and many more.

Who should attend?

Master Planning of Resources is suitable to those who work in a supply chain planning environment or require a fuller understanding of management and planning in regard to demand, procurement, supplier and materials requirement.

A recognised subject within its own right, this course is also one of the core modules in the APICS CPIM programme and is ideal for those who wish to gain CPIM in bite sized pieces.

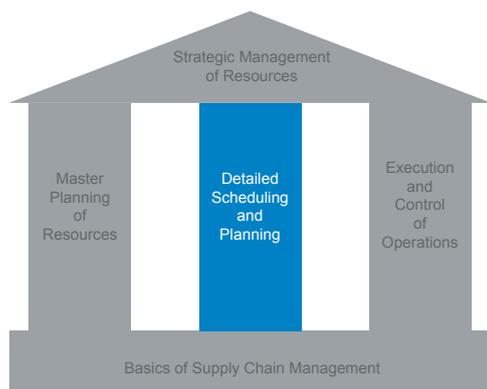
Topics

- Increase your functional knowledge of production and inventory management
- Recognise all demands for goods and services to support the market place
- Bring together all the plans for the business
- Plan the distribution network and replenishment

Outcomes

- Improved understanding of your organisation's supply chain
- Ability to streamline operations through accurate forecasting
- Planning, scheduling, resource allocation and implementing projects that are used to manage the supply of products and services
- Managing inventory, planning material requirements, planning capacity requirements, procurement and supplier planning
- Recognising the importance of supply chain management and deploying supply chain strategies related to scheduling, planning and sourcing

Please email: courses@industryforum.co.uk/training for available dates



Duration: 3 days

Standard Cost £860 + VAT

SMMT Members £774 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

May: 24th - 26th

Execution and Control of Operations

Execution and Control of Operations provides participants with the opportunity to develop skills and knowledge in operations, communication and identifying and dealing with problems.

This course consists of eight sessions covering a wide range of topics in detail. Topics include scheduling and authorisation, control of production, control of costs and quality, management and communication, continuous improvement, design trade-off and many more.

Who should attend?

Execution and Control of Operations is suitable to those wishing to broaden their knowledge of managing activities around control and continuous and are involved in analytical activities or who wish to understand more about this area.

A recognised subject within its own right, this course is also one of the core modules in the APICS CPIM programme and is ideal for those who wish to gain CPIM in bite sized pieces.

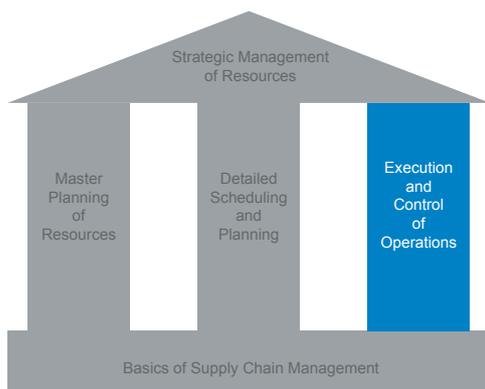
Topics

- Increase your functional knowledge of production and inventory management
- Recognise all demands for goods and services to support the market place
- Compare actual outputs and plans to take appropriate corrective action
- Improve your understanding of the execution of quality initiatives and continuous improvement plans
- Plan the distribution network and replenishment continuous improvement plans
- Plan the distribution network and replenishment

Outcomes

- Improved understanding of your organisation's supply chain
- How to streamline operations through accurate forecasting
- Managing inventory, planning material requirements, planning capacity requirements, procurement and supplier training
- How to evaluate trade-offs and participate in design decisions
- Develop the skills required for higher level thinking, strategic planning and implementation of operations

Please email: courses@industryforum.co.uk/training for available dates



Duration: 3 days

Standard Cost £860 + VAT

SMMT Members £774 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

October: 3rd - 7th

Strategic Management Of Resources

Strategic Management of Resources provides participants with the knowledge of resources management including higher-level thinking, strategic planning and implementation of operations.

This course consists of eight sessions covering a wide range of topics in detail. Topics include developing business strategies, global environment and sustainability, operational strategy including financial measures, aligning operations with supply chain partners, infrastructure systems, change management and many more.

Who should attend?

Strategic Management of Resources is suitable for those who require a broader knowledge of strategic responsibility within a supply chain and need to develop or extend their understanding of supply chains at a strategic level. A recognised subject within its own right, this course is also the capstone module in the APICS CPIM programme and is ideal for those who wish to gain CPIM in bite sized pieces.

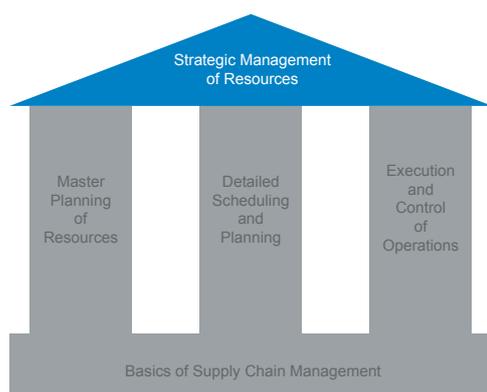
Topics

- Increase your functional knowledge of production and inventory management
- Recognise all demands for goods and services to support the market place
- Compare actual outputs and plans to take appropriate corrective action
- Improve your understanding of the execution of quality initiatives and continuous improvement plans
- Plan the distribution network and replenishment

Outcomes

- Improved understanding of your organisation's supply chain at strategic level
- Understanding concepts that require a combination of elements and higher thinking within an internationally accepted body of knowledge
- Knowing how business strategies are developed and how operations strategies are implemented
- Develop the skills required for higher level thinking, strategic planning and implementation of operations

Please email: courses@industryforum.co.uk/training for available dates



Duration: 3 days

Standard Cost £860 + VAT

SMMT Members £774 + VAT

Where and When

SMMT Industry Forum Ltd, Birmingham:

November: 8th - 10th



Frequently Asked Questions

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

A. Contact our Learning Centre Manager by emailing 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 Manager by emailing 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 Manager by emailing 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 Manager - 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 Manager - 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?

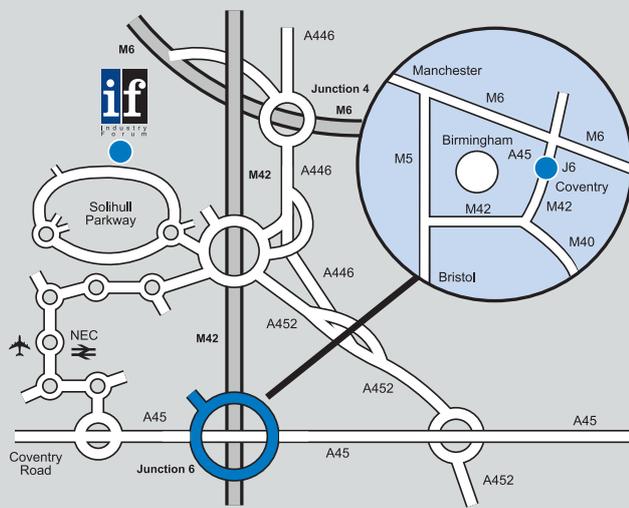
A. The maximum group size for all Industry Forum training courses is normally 12 delegates to allow ample time for discussion and group interaction.

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 Manager by emailing courses@industryforum.co.uk

How To Find Us

SMMT Industry Forum Ltd
2680 Kings Court
The Crescent
Birmingham Business Park
Birmingham
B37 7YE
Telephone: +44 (0)121 717 6600
Email: enquiries@industryforum.co.uk



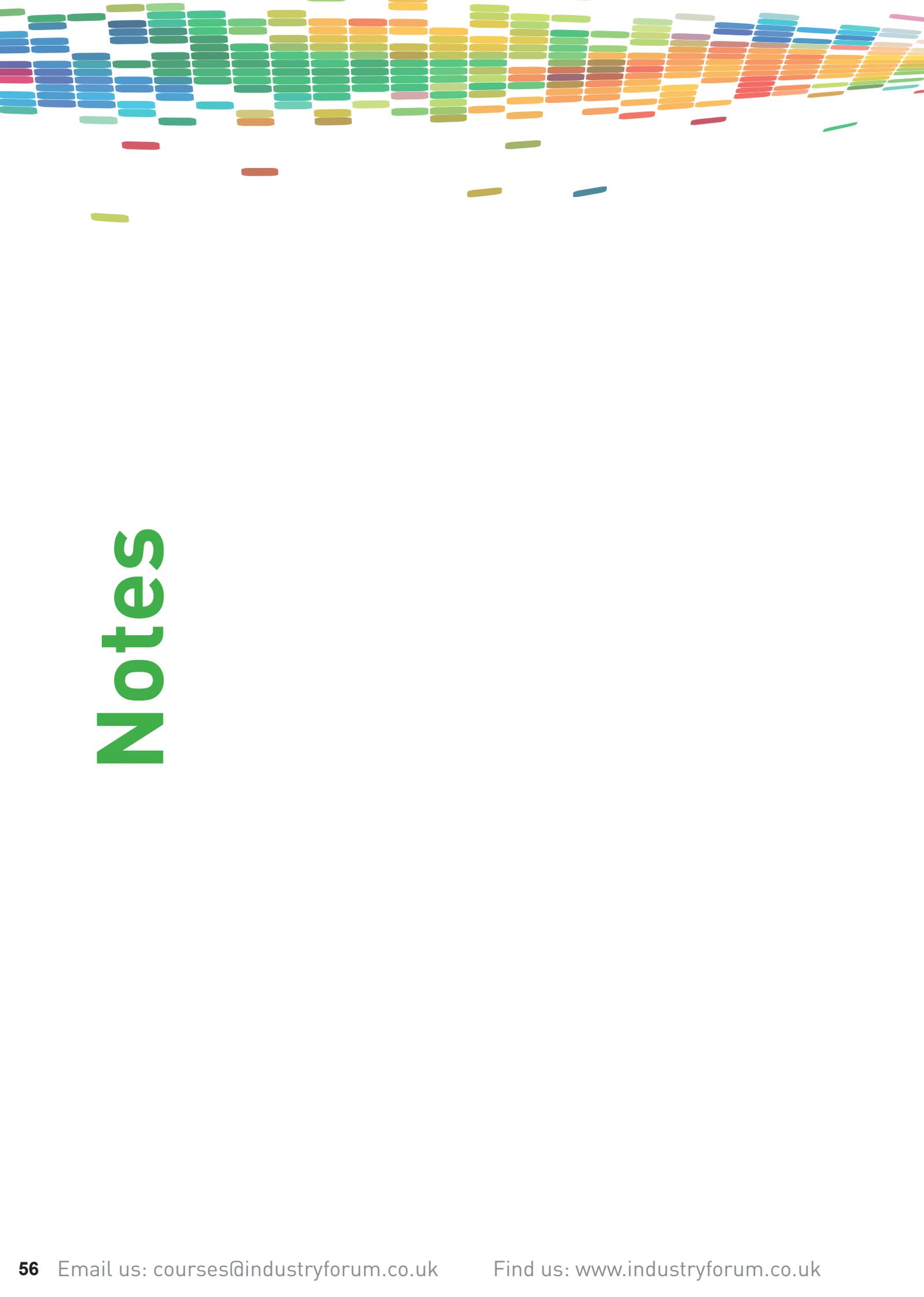
Directions from M42

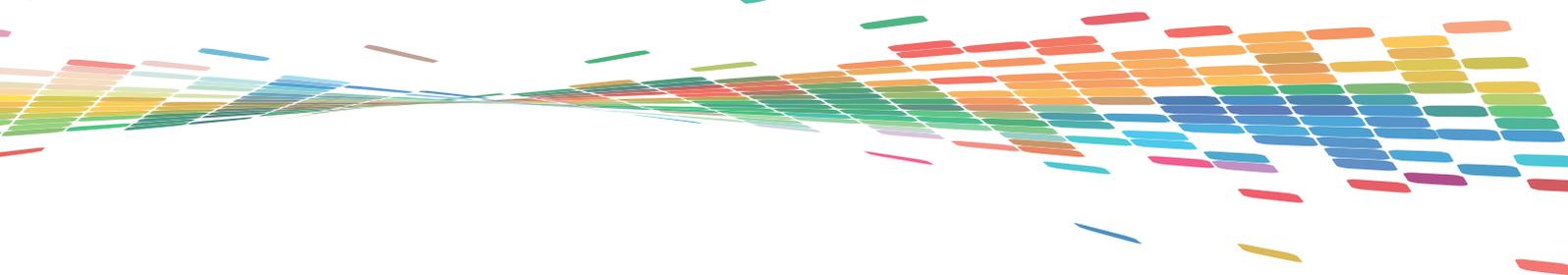
At Junction 6 take A45 towards Coventry. After 1/2 mile take the slip road for A452, and at the traffic island take the first left for A452 (sign posted Brownhills and Business Park). After 1/3 mile take the left fork A452 signposted Brownhills and Business Park. At the traffic island take the second 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.

Notes





Notes



@industryforum



[linkedin.com/company/industry-forum](https://www.linkedin.com/company/industry-forum)



Industry
Forum