



ISO 9001:2015 QMS Internal Auditor

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ISO 9001:2015 QMS Internal Auditor

Program Overview:

This course is designed to provide a detailed review of the new ISO 9001:2015 Quality Management System (QMS) Standard requirements, with an emphasis on developing or enhancing audit techniques. The course is designed to teach new auditors the basic skills of audit planning, execution, reporting and close-out. The course is also beneficial to experienced auditors who want to “upgrade” to the new requirements of the 2015 Standard, and hone their auditing skills. The enhanced program emphasizes “process approach” audit techniques and skills and corrective action implementation and verification to add greater value to your Internal Audit Program.

Topics Covered:

Lecture and interactive workshops provide information and demonstration of the following topics:

- Quality Management System Overview
- How to audit to the ISO 9001:2015 Requirements
- Process-Approach Audit Techniques
- Auditing Planning
- Audit Interview Techniques
- Recording of Audit Objective Evidence
- Audit Reporting
- Nonconformance Writing and Audit Report Preparation
- Corrective Action Verification and Audit Close-out

Who should attend:

Quality Professionals, ISO 9001, new or existing Internal Auditors, Management Representatives, Management Personnel who want to learn how to be audited.

Testimonials:

“Tara was a great instructor. I would tell anyone needing to go to an ISO class to come here. Information, understanding, and making sure you know the information was what Tara was great at.” - Nicole Northup, PPC

“This course gave me a much better understanding of the ISO9001 standards. I learned better skills for auditing and asking questions. I really liked the workshops, working with other people in class. It was like doing hands on auditing and I prefer that. Overall, it was an excellent class, excellent learning experience for me.” - Leona Sherman, Daimler Buses North America

Duration: Two 7.5-hour classes

Location: MACNY Headquarters

Cost: \$650/MACNY member; \$850/non-member; \$585/Individual Member

Facilitator: Tara McInerney

ISO 9001:2015 Transition Implementation

Program Overview:

This class reviews the differences from the 2008 to the 2015 ISO 9001 Standard. Interpretation of the new and revised requirements will be discussed with an emphasis on sharing best practices on how to revise your existing QMS to meet the new Standard Requirements.

Who should attend:

Current ISO 9001 Management Representatives, Quality Managers and Coordinators, Quality Engineers, ISO Implementation Team members

Duration: One 7.5-hour classes

Location: MACNY Headquarters

Cost: \$395/MACNY member; \$795/non-member; \$355.50/Individual Member

Facilitator: Tara McInerney

ISO 9001:2015 Leadership Overview

Program Overview:

This class reviews the new requirements and expectation of Leadership as outlined in the ISO 9001:2015 Standard. The new requirements of the Standard as they relate to Leadership will be reviewed and discussed. Expectations of Leadership during Internal and External Audits will also be discussed to prepare your organization's Leadership team for your transition to the 2015 Standard.

Who should attend:

Current ISO 9001 Management Representatives, Quality Managers and Coordinators, Quality Engineers, ISO Implementation Team members

Duration: One 2-hour class

Location: MACNY Headquarters

Cost: \$195/MACNY member; \$395/non-member; \$175.50/Individual Member

Facilitator: Tara McInerney

Supplier Quality Auditing

Program Overview:

This course is designed to teach Purchasing, Supply-chain Management, and Quality professionals how to plan and perform Supplier Audits to obtain critical feedback for initial supplier assessments, and on-going supplier performance monitoring. The course begins with a review of basic auditing techniques, then provides a detailed review of the critical elements of a Quality Management System that need to be evaluated at a Supplier's premises.

Topics Covered:

Lecture and interactive workshops provide information and demonstration of the following topics:

- Quality Management System Overview
- Three Types of Audits
- Process-Approach Audit Techniques
- Auditing Planning
- Audit Interview Techniques
- Recording of Audit Objective Evidence
- Audit Reporting
- Nonconformance Writing and Audit Report Preparation

Who should attend:

Purchasing & Supply Chain Professionals, Supplier Quality Engineers, ISO 9001 and ISO/TS 16949 Management Representatives, and Internal Auditors

Duration: One 4-hour class

Location: MACNY Headquarters

Cost: \$195/MACNY member; \$395/non-member; \$175.50/Individual Member

Facilitator: Tara McInerney

Process Based Auditing

Program Overview:

This course is designed for existing internal auditors and audit managers to enhance your existing internal audit program by teaching the tools and techniques of process-based auditing. The course begins with a review of the “process-approach” concept of ISO 9001, AS9100, ISO/TS 16969, ISO 13485 Quality Management System standards and teaches auditors the difference between “element-based” internal audits and “process-based” internal audits.

Topics Covered:

- What is a “Process?”
- Audit Strategies
- The Advantages of Process-Based Audits
- How to Develop a Process-Based Audit Plan
- How to Perform a Process-Based Audit
- Use of Process-Based Audit Checklists

Who should attend:

- Internal Auditors
- Quality Managers
- Internal Audit Managers
- Lead Auditors

Testimonial:

“Tara’s method of teaching is both informative and engaging. I fell complete after attending her class.” Dana L. Baniewicz, Manth Brownell

Duration: One 7.5-hour class

Location: MACNY Headquarters

Cost: \$395/MACNY member; \$795/non-member; \$355.50/Individual Member

Facilitator: Tara McInerney

Measuring and Evaluating Process Effectiveness

Program Overview:

This course is designed to evaluate methods used to measure the effectiveness of a process. This course not only addresses manufacturing/production processes, but also the support processes, including sales, marketing, engineering, purchasing, receiving, and shipping.

Topics Covered:

- How to measure the effectiveness of a process
- Examples of effectiveness metrics
- How to use the data to drive process improvement

Who should attend:

- Quality or Continual Improvement Professionals
- Department Managers
- Executive Team Members

Duration: One 4-hour class

Location: MACNY Headquarters

Cost: \$195/MACNY member; \$395/non-member; \$175.50/Individual Member

Facilitator: Tara McInerney

Statistical Process Control (SPC)

- Do you have a method for continual improvement?
- Is your day to day process or product variation giving you headaches?
- Do the same problems keep coming back?

Program Overview:

Variation is present in every thing we do in the workplace or at home. In order to improve our products and services; we need to analyze variation and then strive to reduce it. Statistical Process Control (SPC) is a collection of tools that aids in identifying sources of variation for us to act upon. Using examples and exercises we will focus on the fundamentals of statistical process control. Knowledge of this important tool can help your organization reduce process/product variation, improve customer satisfaction and save money.

Topics Covered:

- Prevention vs. Detection
- Process Control and Variation
- Process Capability
- SPC Tools

Who should attend:

Quality Managers, Quality Engineers, Supervisors, Managers, or Project Managers working on improving organization effectiveness

Duration: One 3.5-hour class

Location: MACNY Headquarters

Cost: \$195/MACNY member; \$395/non-member; \$175.50/Individual Member

Facilitator: TBD

Root Cause Analysis / Corrective Action

- Do many audits reveal a lack of effective corrective action?
- Do you have many nonconformances remaining unresolved or emerging again to create customer dissatisfaction and audit nonconformances?
- Do your records reveal a lack of understanding and implementation of disciplined tools?

Program Overview:

This practical, interactive training program is designed to provide quality and operating professionals with an understanding of the processes and techniques that lead to root cause analysis and effective corrective action. The course presents the context and the tools for determining the root cause of nonconformances which will allow for the implementation of effective corrective action. Presented through case studies and group workshop exercises, this course will strengthen your ability to take the fundamental step for continual improvement.

Course Outline:

- Introduction
- ISO and Corrective Action
- The Plan Do Check Act Cycle
- An 8 D Approach to Corrective Action
Correction, root cause analysis and corrective action
- A Tool Box for Corrective Action - five basic tool for success

Who should attend:

Anyone who is interested in helping their Quality Managers, Quality Engineers, Supervisors, Managers or Project Managers working to improve the organizations performance and effectiveness.

Duration: One 3.5-hour class

Location: MACNY Headquarters

Cost: \$195/MACNY member; \$395/non-member; \$175.50/Individual Member

Facilitator: Tara McInerney

IPC-A-610 Certified IPC Application Specialist (CIS)

Program Overview:

The IPC-A-610 Standard is an industry-recognized manufacturing standard for electronic assemblies. Completion of this course will enable individuals to fully understand and correctly identify the acceptability criteria of electronic assemblies as defined by the IPC.

Course Outline:

- Handling electronic assemblies
- Inspecting soldered connections for terminal and plated through-holes
- Identifying fractured solder due to cutting
- Understanding ECO jumper wire practices
- Addressing mechanical assembly requirements
- Recognizing acceptable surface mounting for chip & cylindrical components, leadless chip carriers, and leaded components

Who should attend:

This training and certification program is for person(s) responsible for the quality and reliability of electronic assemblies. This includes assembly technicians, rework technicians, engineers, quality supervisors, inspectors, and manufacturing personnel responsible for quality assurance.

Duration: Three 8-hour classes

Location: MACNY Headquarters

Cost: \$825/MACNY member; \$975/non-member; \$742.50/Individual Member

Facilitator: Walt Prystaj

Geometric Dimensioning & Tolerancing

Program Overview:

Geometric Dimensioning and Tolerancing (GD&T) is a symbolic language used on mechanical engineering drawings composed of symbols. These symbols are used to efficiently and accurately communicate geometry requirements for associated features on components and assemblies. GD&T is, and has been, successfully used for many years in the automotive, aerospace, electronics and the commercial design and manufacturing industries. Currently, ASME Y14.5-2009 is the accepted geometric dimensioning and tolerancing standard.

Course Outline:

- Introduction to Geometric Dimensioning and Tolerancing
- Form Tolerances
- Datums
- Orientation Tolerance
- Position
- Profile
- Runout

Objectives:

Upon completion of this course, the participant will be able to:

- Define Terminology and Symbology
- Understand Rules and Concepts
- Calculate Material Conditions
- Interpret Tolerance Zones for GD&T Applications

Who should attend:

This program is designed for anyone who designs, drafts, engineers, purchases, manufacturers, estimates, or inspects parts and assemblies. Particular emphasis is placed on those who design and manufacture, and those responsible for quality.

Prerequisite: a working understanding of technical drawings.

Duration: Four 4-hour classes

Location: MACNY Headquarters

Cost: \$550/MACNY member; \$700/non-member; \$495/Individual Member

Facilitator: Walt Prystaj