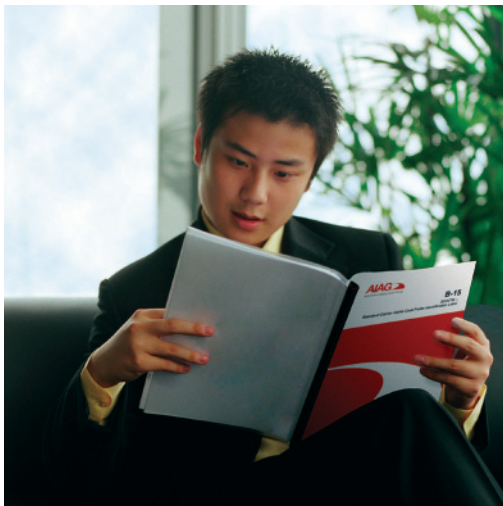


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Aerospace – AS9100

AS9100 Executive Briefing

CEUs: 0.4



This half-day course provides an executive-level briefing on the principles and practices contained in AS9100, including the requirements and impacts of process-based management. You will explore the requirements most applicable to executive management and acquire the understanding necessary to determine how executive management must direct and resource an AS9100-based system, including how to communicate the intent and benefits of AS9100 to all levels of your organization. A key result of the briefing is that you will be able to determine the steps your organization must take for AS9100 to become a valuable part of your business management system.

Course Objectives

- Demonstrate an understanding of the purpose and intent of AS9100
- Define top management's responsibilities
- Demonstrate an understanding of the process approach
- Identify factors for successful implementation
- Explain the standard and related requirements

This course is recommended for executives who need to learn about AS9100; those who are concerned with transitioning/ implementing the new requirements within AS9100; internal trainers who want a simple, effective method of explaining AS9100 to employees and steering committee members.

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AS9100 Internal Quality Auditing

CEUs: 2.3



This three-day course will provide you with a practical understanding of AS9100 by focusing on the process approach and how the process approach impacts auditing practices. You will learn the full range of auditing skills that will help you become a strong advocate and leader in your company's effort to obtain maximum value from your commitment to AS9100. Included in this course is a simulated audit, which will refine your newly acquired auditing knowledge and skills. Upon completion, you will leave with the ability to properly conduct an internal audit of an AS9100 process-based quality management system.

Course Objectives

- Utilize ISO 19011:2002 standard on performing audits
- Apply the process approach to your quality management system to comply to the AS9100:2009 standard
- Form an audit team and select who needs to be on it
- Determine roles and responsibilities of each individual
- Conduct an audit meeting and create an agenda
- Choose who needs to be there from the audit team and from the organization receiving the audit
- Determine what reports are needed and how to form them
- Determine needed documentation
- Organize according to the ISO 19011:2002 standard
- Classify and record nonconformities

This course is recommended for anyone who needs to learn about AS9100 in order to perform internal audits of an AS9100 process-based quality management system including managers, department team leaders and internal auditors.

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Course Time

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Understanding AS9100

CEUs: 1.5



In this two-day course, you will examine the requirement of AS9100 plus the background and intent that affect how AS9100 is implemented. You will also focus on the role of the process approach and how the process approach impacts specific implementation issues. You will be able to equip your organization to make appropriate and effective decisions with regard to AS9100 and identify the differences with ISO 9001. Learn to lead and support AS9100 implementation and auditing efforts within your organization. The result for your organization will be an effective understanding and application of the standard.

Course Objectives

- Describe how implementation of the process approach has affected AS9100C
- Review the AS9100C standard clause-by-clause
- Apply each of the standard's clauses
- Develop and utilize turtle diagrams

This course is recommended for anyone who needs to learn about AS9100; employees at every level including managers, department team leaders and internal auditors; and trainers who want a simple, effective method of explaining AS9100 to employees.

Dates

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Pricing

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Automotive ISO/TS 16949:2009

RABQSA-Certified ISO 9001 Lead Auditor Training with ISO/TS 16949 Supplier Auditor Certification**

CEUs: 3.8



Lead auditors assist your company in maintaining a seamless quality management system and in meeting fast-changing, customer-driven requirements. Using industry methods and tools, our lead auditor classes help you, as an automotive professional, drive continuous improvement throughout your quality management system.

This exclusive AIAG course — the highest level of auditor training available to automotive suppliers — meets ISO/TS 16949 requirements and customer requirements of Chrysler, Ford Motor Co., and General Motors Co. It is the only ISO/TS 16949 training that combines the AIAG Supplier Auditor Certification with the RABQSA-Certified ISO 9001 Lead Auditor Training.

Course Objectives

- Define the automotive process approach
- Apply the process approach to your organization
- Identify the ISO/TS 16949:2009 sector-specific supplementations/additions
- Translate the linkages to automotive Core Tools and customer requirements
- Integrate Core Tools
- Translate linkages to quality management principles
- Review ISO/TS Rules, Third Edition
- Review RABQSA Auditor Certification Handbook
- Demonstrate and apply auditing skills

Recommended for first- and second-party auditors who want to 1) become AIAG-certified supplier auditors; 2) apply for certification as an RABQSA-certified QMS internal auditor, QMS auditor or QMS lead auditor; or 3) learn about ISO/TS 16949 in order to audit an ISO/TS 16949 QMS.

Requirements for Successful Completion

1. The continual evaluation of the student's attitudes, auditing capability, performance as team members when role playing, and communication skills (performed independently by all instructors involved with the class).
2. A written examination that covers the content of ISO/TS 16949 and the application of audit principles and practices based on ISO/TS 16949. Seventy-five percent of the examination grade is based on questions that require essay responses that test comprehension of the audit process and the application of ISO/TS 16949. The remainder of the examination grade is based on multiple choice, true/false or short-answer questions.

Certificates Awarded Upon Successful Appraisal

- A RABQSA certificate of successful completion, which meets the training requirements for RABQSA certification of individual QMS internal auditors, QMS auditors and QMS lead auditors
- An AIAG ISO/TS 16949 Supplier Auditor Certification certificate for first- and second-party assessments

Note: Successful completion of this course/exam does not qualify you to conduct third-party audits.

Prerequisite

A series of questions to be answered and turned in prior to the beginning of the course to demonstrate understanding of ISO 9001.

Dates at Southfield, Mich. Location

Feb. 14 – 18	Apr. 11 – 15	June 20 – 24
Aug. 22 – 26	Oct. 17 – 21	Dec. 12 – 16

Course Time

8:00 a.m. – 6:00 p.m.

Pricing

Member: \$1,895.00 List: \$2,095.00

“I will be able to perform audits internally and with suppliers in order to increase supplier quality awareness. The audit prep was fun and a great learning tool. The facilitator was well educated and had a desire for all those present to understand the material being presented, not just those who were more familiar with the subject matter.”

**– Benjamin Vawter,
Johnson Matthey**

**Plexus Corp. is the RABQSA-certified course provider for training at AIAG

ISO/TS 16949 Supplier Auditor Certification

CEUs: 3.0



Develop high-quality internal audits for better performance on registration and surveillance audits. In just four days with a low student-to-instructor ratio of 15:1, learn to improve your internal audits and the results of your surveillance audits with the “supplier version” of the official ISO/TS 16949:2009 third-party auditor certification course. Instruction focuses on the requirements of ISO/TS 16949:2009, its linkages to North American automotive quality Core Tools and customer requirements, and the automotive process approach auditing practices. Coursework is designed to meet ISO/TS 16949:2009 requirements and customer requirements for Chrysler, Ford Motor Co. and General Motors Co.

Course Objectives

- Assimilate the International Automotive Task Force (IATF) expectations for auditor performance defined in the Certification Body Auditor Competency Criteria (what an automotive auditor needs to know and do to be able to audit accurately and consistently) and Rules for Achieving IATF Recognition, Third Edition.
- Demonstrate the following tasks:
 - Prepare a Stage 1 Readiness review
 - Audit with an Automotive process
 - Report findings
 - Investigate nonconformity management

This course is recommended for quality managers, internal auditors and anyone involved in the implementation of ISO/TS 16949:2009.

For certification, you will be evaluated with a written examination and performance assessment covering general content of ISO/TS 16949:2009, the North American automotive quality Core Tools (APQP, FMEA, MSA and SPC) and the application of auditing principles and practices.

Certificate Awarded Upon Successful Completion

- An AIAG ISO/TS 16949 Supplier Auditor Certification certificate for first- and second-party assessments

Note: Successful completion of this course/exam does not qualify you to conduct third-party audits.

Prerequisite

Working knowledge of ISO/TS 16949:2009 or attendance at Understanding ISO/TS 16949.

Dates at Southfield, Mich. Location

Apr. 4 – 7 Sept. 26 – 29

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$1,695.00 List: \$1,995.00

ISO/TS 16949 Supplier Auditor Recertification

CEUs: 1.8



Become recertified as an ISO/TS 16949 supplier auditor and gain a renewed understanding of the ISO/TS 16949 certification and audit process through this recertification course and exam.

Course Objectives

- Demonstrate an understanding of the automotive process-approach auditing principles and practices based on ISO/TS 16949 Rules, Third Edition and IATF Auditor Guide
- Report findings and non-conformities
- Audit customer specifics
- Audit utilizing application activities
- Identify IATF expectations for auditor performance

For recertification, you will be evaluated with written examinations assessing knowledge and skill. The examinations cover general content of ISO/TS 16949 and the application of automotive process approach auditing principles and practices.

Certificate Awarded Upon Successful Completion

- An AIAG ISO/TS 16949 Supplier Auditor Certification certificate for first- and second-party assessments

Prerequisite

Current AIAG ISO/TS 16949 Supplier Auditor Certification.

Dates at Southfield, Mich. Location

Feb. 7 – 9 July 25 – 27 Dec. 5 – 7

Course Time

Days 1 and 2: 8:00 a.m. – 5:00 p.m.
Day 3: 8:00 a.m. – 11:30 a.m.

Pricing

Member: \$1,195.00 List: \$1,395.00

“The instructor was excellent. He kept us engaged and on task in a pleasant way. This class gives me a recognized credential when dealing with those outside my organization. Good review and update with changes in TS Third Edition and TS Rules. Helps me with dealing with my registrar and understanding what they are required to do as a CB.”

**– Paul Gambino,
Navistar, Inc.**

RABQSA-Certified ISO 9001 Internal Auditor Training with ISO/TS 16949 Automotive Emphasis**

CEUs: 2.4



Internal auditors in the automotive industry are essential to providing objective feedback required for maintaining and continuously improving upon an effective ISO/TS 16949 quality management system. Recommended for new or current internal auditors who need to perform internal quality audits, this course will provide you with the background to audit an internal quality management system to the requirements of ISO/TS 16949. In addition, it is designed specifically for automotive suppliers and meets ISO/TS 16949 and customer requirements for Chrysler, Ford Motor Co., and General Motors Co.

Course Objectives

- Define the automotive process approach
- Implement ISO/TS 16949:2009
- Translate linkages to automotive Core Tools and customer requirements
- Integrate Core Tools
- Translate linkages to quality management principles
- Perform and apply audit skills
- Review the RABQSA QMS Internal Auditor Certification Handbook

Requirements for Successful Completion

1. The continual evaluation of the student's attitudes, auditing capability, performance as team members when role playing, and communication skills (performed independently by all instructors involved with the class).
2. A written examination that covers the content of ISO/TS 16949 and the application of audit principles and practices based on ISO/TS 16949. Fifty percent of the examination grade is based on questions that require short answer responses that test comprehension of the audit process and the application of ISO/TS 16949. The remainder of the examination grade is based on multiple choice and true/false questions.

Certificates Awarded

- Those who pass will receive an RABQSA certificate of successful completion, which satisfies the training requirement for individual QMS internal auditor certifications through the RABQSA and IRCA.
- Those who do not pass will receive a certificate of attendance.

Dates at Southfield, Mich. Location

Feb. 23 – 25 May 11 – 13 Aug. 8 – 10
 Nov. 7 – 9

Course Time

8:00 a.m. – 6:00 p.m.

Pricing

Member: \$995.00 List: \$1,195.00

ISO/TS 16949 Internal Quality Auditing

CEUs: 1.5



This course is for newly selected internal auditors or for qualified auditors who need a thorough refresher. Through individual participation and group activities, you will acquire the necessary skills to conduct successful internal quality system audits for ISO/TS 16949. A simulated audit, based on documentation from an actual organization, is included to help develop and refine your newly acquired knowledge and skills.

This course is recommended for new internal auditors, experienced auditors who haven't attended training in over three years, representatives from key functional groups of an organization and members of an ISO/TS 16949 implementation team.

Course Objectives

- Perform audits based on ISO 19011:2002 Standard
- Comprehend the ISO/TS 16949:2009 Standard and the process approach
- Form an audit team and select team members
- Determine roles and responsibilities of each individual
- Conduct an audit meeting
- Choose members from the audit team and from the organization receiving the audit
- Develop an agenda
- Choose needed reports and know how to fill them in
- Choose relevant documentation
- Choose which documentation is needed
- Organize the audit according to the ISO 19011:2002 Standard
- Classify and record nonconformities

Prerequisite

Must have attended an Understanding ISO/TS 16949 course.

Dates at Southfield Mich. Location

Apr. 18 – 19 Oct. 24 – 25

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00 List: \$775.00

**Plexus Corp. is the RABQSA-certified course provider for training at AIAG

ISO/TS 16949 Executive Understanding

CEUs: 0.8



This one-day course is designed to provide a basic understanding of ISO/TS 16949. A unique and innovative approach to classroom learning makes the course engaging and enjoyable, as well as effective for anyone seeking to understand ISO/TS 16949, whether you are familiar with quality management systems or not. Gain a solid understanding of ISO/TS 16949's background, intent and requirements. Integrated into the training are key elements of the changes made to ISO 9001:2008: process approach, process auditing, and customer focus (among other modifications).

Course Objectives

- Trace the evolution of automotive standards/requirements
- Identify the five automotive standards/requirements sections which form the basis for ISO/TS 16949
- Explain the benefits of ISO/TS 16949 registration
- Define the scope, normative references and key terms of ISO/TS 16949
- List the eight quality principles
- Connect the quality principles to ISO/TS 16949

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$275.00

List: \$375.00

“Our trainer made things simple and yet very effective, which made it easy to grasp all of the concepts. It gave me a better understanding of TS and how it is now process related approach as opposed to an elemental approach.”

**– David Williamson,
Mahle Engine Components**

Understanding ISO/TS 16949

CEUs: 1.5



The requirements of ISO/TS 16949 promote a process approach for the design and development, production, installation and service of automotive products, which can result in increased quality, a reduction in variation and increased efficiency. Develop a complete appreciation for ISO/TS 16949, including the process approach to quality management, and an understanding of how it is necessary and valuable to your overall business management system.

Learn the intent and requirements of the Technical Specification and its linkages to North American automotive quality Core Tools (APQP, FMEA, MSA, PPAP and SPC) and customer requirements of Chrysler, Ford Motor Co. and General Motors Co.

Course Objectives

- Apply specific clauses, relate the clauses to the intent of the standard and how it is linked by the process approach
- Analyze the impact on your organization's decision to implement an ISO/TS 16949 quality management system
- Identify customer oriented processes and maximize the benefits of ISO/TS 16949
- Complete a gap analysis for your organization
- Map key processes in relation to the requirements of ISO/TS 16949
- Translate linkages to APQP, PPAP, FMEA, SPC and MSA

This course provides a tremendous overview for personnel involved in the implementation and/or maintenance process and it is recommended for individuals at organizations just getting started on ISO/TS 16949 compliance or certification. Employees at every level, including anyone who needs to learn about automotive requirements standards, compliance and/or registration, and internal trainers who want a simple, effective method of explaining ISO/TS 16949 to employees will benefit.

Dates at Southfield, Mich. Location

Feb. 21 – 22

May 9 – 10

Aug. 11 – 12

Nov. 7 – 8

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00

List: \$775.00

Transitioning to ISO/TS 16949:2009 and Lessons Learned from the Process Approach

CEUs: 0.8



Is your organization transitioning from ISO/TS 16949:2002 to ISO/TS 16949:2009? Through individual participation and group activities, this one-day course will provide you with a basic understanding of the changes. In addition, the last several years have provided many lessons learned from the Process Approach; therefore, this course will also provide you with an understanding that the Process Approach is an integral part of an organization's business management system.

Course Objectives

- Demonstrate an understanding of the changes from ISO/TS 16949:2002 to ISO/TS 16949:2009 and what that means to your organization
- List the benefits the process approach of ISO/TS 16949:2009 can deliver to any business management system
- Provide lessons learned about the process approach
- Identify the different levels of processes within an organization and how they link to maximize effectiveness and efficiency in the organization
- Define basic quality system terminology
- Demonstrate effective communication skills and techniques
- Manage conflict
- Plan, prepare, perform and conclude an internal quality audit
- Explain the process approach impact upon auditing technique and methodology
- Participant in a simulated audit using documentation from an actual organization

This course is recommended for management level employees, members of teams charged with leading the transition process and representatives from functional groups.

Prerequisite

Must be familiar with ISO/TS 16949:2002 (only those clauses with changes will be reviewed).

Dates at Southfield, Mich. Location

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$275.00

List: \$375.00

Three Ways to Register

- Online at www.aiag.org > Training.
- Call (248) 358-3003.
- Download and complete a registration form from www.aiag.org > Training and fax it to (248) 799-7995.

ISO/TS 16949 Quality Core Tools: Online Training

E-Learning: Implementing Advanced Product Quality Planning (APQP), Control Plan and Production Part Approval Process (PPAP) – New!

CEUs: 0.6



Learn the skills needed to implement the APQP process, develop control plans and complete the production part approval process smoothly, efficiently and effectively. Realism is enhanced as the participant develops flow charts, process instructions and control plans for a case study product and carries them through the PPAP submission process.

E-learning modules use case studies and interactive questionnaires to simulate a hands-on approach.

This course is recommended for quality managers and quality team leaders; third party auditors to ISO/TS 16949; anyone involved in the implementation of ISO/TS 16949; and anyone who wants a better understanding of the quality planning process.

Course Objectives

- Demonstrate an understanding of the key linkages between ISO/TS 16949:2009 and APQP/PPAP.
- Identify the five phases of the APQP process
- Implement the APQP process
- Create a functional timing plan for production and delivery of a simulated product
- Develop flow charts, process instructions and control plans
- Complete the Production Part Approval Process (PPAP)

Course Time

Estimated time to complete: 6 – 8 Hours

Pricing

Member: \$195.00

List: \$375.00

Register online at www.aiag.org > Training > Core Tools
E-learning

E-Learning: Implementing the Failure Mode and Effects Analysis (FMEA) Reference Manual – New!

CEUs: 0.4



This course is designed to establish the use of FMEAs and to help you learn the skills needed to practice risk reduction and defect prevention. Through this online course you will foster an understanding of the specific components of Design and Process FMEAs; utilize the FMEA to avoid Murphy's Law; relate the FMEA to APQP; and gain the needed skills to practice risk reduction and defect prevention.

E-learning modules use case studies and interactive questionnaires to simulate a hands-on approach.

This course is recommended for anyone involved in the implementation of ISO/TS 16949; individuals and cross functional teams interested in risk reduction and anyone who wants a better understanding of basic FMEA and risk management methodology; and representatives from key functional groups involved in an organization's quality management system.

Course Objectives

- Define Design and Process FMEA customers
- Create Design and Process FMEAs
- Explain the relationship of FMEA to Advanced Product Quality Planning (APQP)
- List the specifics of Design and Process FMEAs
- Translate the concept of risk to how the risk of failure can be reduced within an organization

Course Time

Estimated Time to Complete: 4 – 6 Hours

Pricing

Member: \$195.00

List: \$375.00

Register online at www.aiag.org > Training > Core Tools E-learning

E-Learning: Measurement Systems Analysis (MSA) with Applications – New!

CEUs: 0.8



The purpose of this course is to provide the participant with the tools to perform various MSA applications within their organizations. The course is presented in several, self-contained modules to effectively drive the principles of MSA while enabling the participant to immediately tie the principles to their applications. The course allows for the organization to use their data, through application exercises to incorporate the concepts into actual outcomes. The course will present the methods necessary to analyze outcome data and to make decisions and recommendations based on the data.

E-learning modules use case studies and interactive questionnaires to simulate a hands-on approach.

This course is recommended for laboratory and quality personnel.

Course Objectives

- Module 1: Introduction to Principles of MSA
 - Determine the data necessary to implement an MSA study
 - Define the elements of an MSA plan
 - Identify and select the tools necessary for conducting various MSA studies
 - Use work-based projects and activities
- Module 2: Using Minitab and Excel® for MSA
 - Basic statistical tests
 - Regression and ANOVA
 - Measurement systems analysis
 - Control charts
 - Capability analysis
 - Work-based applications
- Module 3: Gage Repeatability & Reproducibility (Gage R & R)
 - Determine format for conducting a Gage R & R
 - Calculate the respective outcomes for Gage R & R
 - Interpret the results and draw conclusions
 - Make valid decisions based on the statistical results
 - Use work-based applications
- Module 4: ANOVA (Analysis of Variance)
 - Determine when ANOVA should be applied
 - Interpret the results of an ANOVA and draw conclusions
 - Determine F-critical values for One-Way and Two-Way nested designs
 - Make valid decisions based on results
 - Use work-based applications
- Module 5: Attribute Gage R & R
 - Identify acceptance criteria
 - Select appropriate instruments
 - Develop test methods and criteria for passing or failing
 - Develop test methods for performing identified tests
 - Confirm that the GR&R is close to 100%
 - Define the necessary documentation
 - Create piloting techniques for running new tests and criteria for performing periodic GR&Rs
 - Create methods for launching new test methods and criteria
 - Use work-based applications

Course Time

Estimated Time to Complete: 8 – 10 Hours

Pricing

Member: \$195.00

List: \$375.00

Register online at www.aiag.org > Training > Core Tools E-learning

E-Learning: Implementing Statistical Process Control (SPC) – New!

CEUs: 0.4



Examine methods for implementing and applying the principles of statistical process control to manufacturing processes. This course will show the linkage of SPC and the Measurement Studies with ISO/TS 16949:2009 requirements and the 4th edition FMEA and PPAP and offer methods for the use of SPC tools and application of software for the calculation of Control Limits and Measurement Studies.

E-learning modules use case studies and interactive questionnaires to simulate a hands-on approach.

This course is recommended for anyone involved in the implementation of ISO/TS 16949; individuals and cross functional teams interested in risk reduction and anyone who wants a better understanding of basic FMEA and risk management methodology; and representatives from key functional groups involved in an organization's quality management system.

Course Objectives

- Demonstrate an understanding of the linkage of SPC and the measurement studies with ISO/TS 16949:2009 requirements and the fourth edition FMEA and PPAP
- Apply activities that incorporate the use of the fourth edition FMEA and PPAP
- Develop SPC tools based on defining customer requirements and acceptance of criteria
- Apply software to the calculation of control limits and incorporation of measurement studies process to the selected process controls

Course Time

Estimated Time to Complete: 4 – 6 Hours

Pricing

Member: \$195.00 List: \$375.00

Register online at www.aiag.org > Training > Core Tools
E-learning

ISO/TS 16949 Quality Core Tools: Classroom Training

APQP How-To Workshop

CEUs: 1.5



Gain the skills to effectively implement advanced product quality planning (APQP). This two-day, activity-based workshop teaches you about APQP tools and the links between process flow charts, failure mode and effects analysis (FMEA), control plans, and production part approval process (PPAP).

Recommended for ISO/TS 16949 internal auditors and anyone involved in implementing ISO/TS 16949 or in product quality planning activities.

Course Objectives

- Identify the purpose of APQP and the relationship among key APQP deliverables
- Discuss the importance of the key APQP deliverables and the skills to implement APQP
- Identify APQP phases, processes and corresponding milestones
- Identify appropriate activities for each phase of APQP
- Analyze the relationship between APQP and ISO/TS 16949 elements

Dates at Southfield, Mich. Location

March 21 – 22 July 18 – 19 Dec. 5 – 6

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00 List: \$775.00

Explanation of Symbols

College Credit Available	On-site Available
Certificate Awarded ⁺	E-learning
Online Registration	International

⁺Upon successful completion of coursework and examination

Advanced Product Quality Planning and Control Plan (APQP)

CEUs: 0.8



Avoid confusion or misinterpretation of automotive requirements with a clear understanding of advanced product quality planning (APQP) and how it relates to ISO/TS 16949. Run step-by-step through APQP and learn about the Chrysler, Ford Motor Co., and General Motors Co. common requirements and what you need to do to achieve compliance with the guidelines for product quality planning and the preparation of control plans.

ISO/TS 16949 internal auditors or second-party auditors, anyone involved in product quality planning activities, interested in learning more about APQP, or involved in the implementation of ISO/TS 16949 will find this course beneficial. This class provides an overview of the tools, procedures and reporting requirements specified in the Advanced Product Quality Planning and Control Plan reference manual.

Course Objectives

- Identify the activities involved in APQP
- Review and discuss examples of control plans
- Discuss the APQP process steps
- Describe analytical techniques
- Discuss customer requirements and Chrysler, Ford Motor Co., and General Motors Co. common requirements

Dates at Southfield, Mich. Location

Feb. 14 May 24 Aug. 15 Nov. 15

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$250.00 List: \$350.00

Failure Mode and Effects Analysis (FMEA)

CEUs: 0.4



Develop a real-world, functional understanding of failure mode and effects analysis (FMEA). ISO/TS 16949 internal auditors or second-party auditors, anyone involved in developing design and/or process FMEAs or in the implementation of ISO/TS 16949 will benefit from learning about the basic principles and implementation of the FMEA process.

Course Objectives

- Review and explain reporting requirements for Chrysler, Ford Motor Co., and/or General Motors Co. and associated forms
- Discuss evaluation criteria
- Develop recommended actions and follow-ups
- Assess examples of Design and Process FMEAs

Dates at Southfield, Mich. Location

Feb. 15 May 25 Aug. 16 Nov. 16

Course Time

8:00 a.m. – Noon

Pricing

Member: \$150.00 List: \$200.00

Effective Error Proofing Guidance

Coming Soon!

There is a significant opportunity to improve delivered product quality, reduce waste, and improve efficiency by eliminating the potential for errors.

Watch the AIAG Web site for details on the all-new Error Proofing Guideline and Training Course.

Production Part Approval Process (PPAP)

CEUs: 0.4



Whether you are familiar with the production part approval process (PPAP) requirement, need a refresher or are new to PPAP altogether, this overview course is for you.

Become versed on the procedures, reporting requirements and activities specified by the PPAP manual. The course is recommended for ISO/TS 16949 internal auditors or second-party auditors, anyone involved in the implementation of ISO/TS 16949 and anyone involved in the development and submission of PPAP packages.

Instruction covers the fourth edition manual, submission and specific requirements for part approval records/sample retention, and part submission status. A review of forms in the PPAP manual is also included.

Course Objectives

- Discuss and evaluate the procedures, reporting requirements and activities specified by the PPAP manual
- Review and discuss the PPAP forms
- Explain submission and specific requirements for part approval records/sample retention

Dates at Southfield, Mich. Location

Feb. 15 May 25 Aug. 16 Nov. 16

Course Time

1:00 p.m. – 5:00 p.m.

Pricing

Member: \$150.00 List: \$200.00

PFMEA in Context – *New!*

CEUs: 1.5



The development and usage of the quality core tools including process flow diagrams, Process FMEAs and control plans are nothing new to the automotive supply base. Unfortunately, in many cases, these documents are not used to their full potential reducing the benefit for both suppliers and their customers.

Recently OEM customers and third-party certification bodies have seen a decline in the quality of process flow diagrams, Process FMEAs and control plans leading to a decline in delivery performance, lower product quality, and increased findings during third-party audits. As an advanced next step in process improvement, this two-day workshop was designed to reemphasize the benefits, importance and proper development of these fundamental documents for the benefit of supplier

organizations and their customers. Participants will review pitfalls and best practices documented by OEMs, Tier One suppliers and auditors.

Course Objectives

- Identify the fundamental requirements for process flow diagrams, PFMEA, and control plans as they relate to ISO/TS 16949:2009 and PPAP Fourth Edition
- Discuss the fundamental purpose and importance of these documents as they relate to your company
- Identify the proper owners of these documents and when these documents are developed in the APQP process
- Identify and basic inputs for these process documents from DFMEA, statutory, regulatory, and customer requirements (internal and external)
- Review the fundamentals of developing process flows, PFMEAs and control plans
- Identify required linkage of these documents and how they should be developed as one document
- Discuss company philosophy and database issues
- Discuss the importance of these documents as they relate to your corrective and preventive actions procedures and how they are updated
- Discuss the proper technique for auditing these documents on the manufacturing floor

During the workshop participants will develop process flow diagrams, Process FMEAs and control plans for an automotive-based case study. Attendees are encouraged to bring a laptop computer, preloaded with Microsoft Excel®, to develop actual, and usable documents for use during the workshop and internally afterwards. Excel® spreadsheets will be provided.

This course is recommended for manufacturing/process engineers, supplier quality engineers and internal auditors who need an in-depth understanding of the development, linkage and auditing principles of the core tool documents. This course will also be helpful for any member of your internal APQP team that may be involved in the development of core tools documents.

Prerequisites

It is recommended that participants have a general understanding of the APQP and PPAP processes prior to attending this course.

Dates at Southfield, Mich. Location

Feb. 16 – 17 Apr. 12 – 13 June 13 – 14
 Aug. 17 – 18 Oct. 12 – 13 Dec. 7 – 8

Course Time

8:00 p.m. – 5:00 p.m.

Pricing

Member: \$555.00 List: \$775.00

Understanding and Implementing APQP with PPAP

CEUs: 1.5



Learn the skills needed to implement the APQP process, develop control plans and complete the production part approval process smoothly, efficiently and effectively within your company. Additionally, acquire the skills necessary to complete all five APQP phases from “voice of the customer” through final output, including control plan methodology and PPAP submission. Through group activities and hands-on coaching, you learn the importance of thorough planning activities and develop a functional timing plan for production and delivery of a simulated product.

Using simulations, groups work with customer engineers to develop a customer requirement and take it from prototype to a functionally acceptable and capable part. Realism is enhanced as teams develop flow charts, process instructions and control plans for the product and carry them through to PPAP submission.

This course is recommended for quality managers and quality team leaders, third-party auditors of ISO/TS 16949, anyone involved in the implementation of ISO/TS 16949, individuals and cross-functional teams implementing the quality planning process to meet ISO/TS 16949, and anyone who wants a better understanding of the quality planning process.

Course Objectives

- Identify the key linkages between ISO/TS 16949 and APQP, FMEA, MSA and SPC
- Evaluate the five phases of APQP
- Define PPAP submission requirements
- Design a functional timing plan for production and delivery of a simulated product
- Name the features of developing a manufacturing system and its control plans, and validating the manufacturing process

Prerequisite

Knowledge of automotive requirements recommended.

Dates at Southfield, Mich. Location

March 7 – 8 June 20 – 21 Sept. 19 – 20
 Dec. 12 – 13

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00 List: \$775.00

Understanding and Implementing FMEA

CEUs: 1.5



Establish the foundation to avoid Murphy’s Law; things that could go wrong don’t have to when you learn to use FMEAs successfully. This course will teach you the skills to understand and use FMEAs and the concept of risk reduction and defect prevention. Turn your quality control around when you discover the impact of failure and how you can reduce the risk with FMEAs. Then, take your skills and knowledge beyond the concepts by learning the specifics of successfully developing and maintaining Design and Process FMEAs for your company, which includes identifying and reducing risk factors.

This course is recommended for quality managers, quality team leaders, third-party auditors of ISO/TS 16949, anyone involved in the implementation of ISO/TS 16949, individuals and cross functional teams interested in risk reduction and anyone who wants a better understanding of basic FMEA and risk management methodology.

Course Objectives

- Define FMEA customers
- Relate FMEA to Advanced Product Quality Planning (APQP)
- List the specifics of Design and Process FMEAs
- Demonstrate an understanding of the concept of risk and how to reduce the risk of failure
- Complete an FMEA and distinguish the reasoning for specific parts of the FMEA
- Demonstrate an understanding of the FMEA as a process
 Implement FMEA as a process and integrate into their QMS

Prerequisite

Knowledge of automotive requirements recommended.

Dates at Southfield, Mich. Location

March 9 – 10 June 22 – 23 Sept. 21 – 22
 Dec. 14 – 15

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00 List: \$775.00

“I came to better understand how all of the different processes fit together (in APQP) and left with a strong understanding of the process flow.”

**— S. Gaft,
 A123 Systems**



Improve your ability to analyze your manufacturing system and enhance its effectiveness. Learn how to establish, analyze and implement a statistical process control (SPC) system in a manufacturing environment. Then, discover how to implement and audit SPC fundamentals at your facility and develop a statistical toolbox that can be used for each of your projects to reflect the stability and capability of your manufacturing system.

Furthermore, you will find out how to develop measurement studies for each of your projects that reflect the stability and capability of your measurement system. Identify the linkages between the measurement system, using techniques of measurement systems analysis (MSA) and the appropriate tools for defining its continued capability and effectiveness. In addition, this course includes activities to help you understand and audit your measurement system.

This course is recommended for quality managers or team leaders, third-party auditors of ISO/TS 16949, anyone involved in the implementation of ISO/TS 16949, individuals and cross functional teams interested in risk reduction and anyone who wants a better understanding of the fundamentals of SPC and MSA.

Course Objectives

- Translate linkage of SPC and the measurement studies with ISO/TS 16949 requirements and PPAP
• Incorporate the use of SPC and MSA through applied exercises
• Develop SPC tools based on defining customer requirements and acceptance criteria
• Develop measurement profiles based on defining customer requirements and acceptance criteria
• Application of planning and conducting MSA
• Demonstrate audit skills by utilizing SPC and MSA basic fundamentals

Dates at Southfield, Mich. Location

March 11 June 24 Sept. 23 Dec. 16

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$275.00 List: \$375.00



Improve your understanding of the integration of statistical process control (SPC) and measurement systems analysis (MSA) into ISO/TS 16949 and discover how to develop a higher quality process control system by selecting and applying the appropriate statistical tools. Through a combination of instructor-led training and team exercises, you will learn how SPC and MSA can be applied to a manufacturing environment. The goal is to illustrate how these techniques can be incorporated into a system to provide for not only process improvement, but also product improvement.

Note: The course requires you to come with a laptop loaded with Microsoft Excel*. It is also recommended that you download the following demos: Q-1 Macros and Minitab (latest version) before arriving to the class.

Course Objectives

- Improve the performance of your QMS by practicing the basics of SPC, how SPC and MSA are interrelated, and the fundamental tools/techniques for both SPC and MSA
• Develop and execute plans, including tools/techniques applicable for differing circumstances, to implement SPC and MSA
• Calculate and interpret following the steps in the SPC and MSA manuals
• Compare and contrast prevention versus detection
• Identify common and special causes of variation
• Utilize X-bar and R Charts: Construction, Setting Limits, Analysis, Process Control, Individual and Moving Range Charts: Construction, Setting Limits, Analysis, Process Control
• Interpret process capability: Pp, Ppk, Cp, Cpk, Analysis
• Read attribute charts: Proportion Nonconforming (p) Charts and Nonconformities (c) Charts; Construction, Setting Limits, Analysis, Process Control
• Enable process stability
• Define measurement systems and the measurement process
• Interpret measurement studies for stability, bias and linearity; for repeatability and reproducibility; and for attributes with examples
• Identify measurement uncertainty
• Relate SPC and MSA to ISO 9001:2008 and ISO/TS 16949:2009

Prerequisite

Must have a working knowledge of SPC and MSA or have completed Understanding and Implementing MSA and SPC training plus have a working knowledge of Microsoft Excel*.

Dates at Southfield, Mich. Location

March 14 – 16 Sept. 12 – 14

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$875.00 List: \$1,075.00

ISO/TS 16949 Quality Core Tools Certification

Competition is increasingly fierce, and many new product launches are delayed or compromised due to quality performance shortfalls. Issues like these necessitate a workforce proficient in the principles and practices of quality Core Tools. To this end, AIAG's Supply Chain Institute verifies that you have the knowledge to perform the applicable Core Tools process and provides formal recognition that you have proficiency within, and a comprehension of, APQP/PPAP, FMEA, MSA and/or SPC.

Recommended by OEM and Tier One Manufacturers

This Core Tool certification program is endorsed by quality representatives from OEM and Tier One manufacturers, including: Chrysler; Dana Corp.; Delphi Corp.; Denso International America; Detroit Diesel Corp.; Eaton Corp.; Ford Motor Co.; Freudenberg-NOK; General Motors Co.; PPG Industries, Inc.; and The Timken Co.

Earn an Industry Certificate as a Core Tool Professional

As a highly respected APQP/PPAP, FMEA, MSA or SPC expert, you gain worldwide recognition along with credentials relevant in any industry and any job. In addition, you also can earn an industry certificate.

Certification Examinations

Successful completion of a quality Core Tool certification exam verifies that you have a foundation for meeting the competency requirements as defined in ISO/TS 16949 clauses and the applicable quality Core Tool manuals. You may become certified to one, all or a combination of the quality Core Tools. Certification requires successful completion of both a knowledge and application exam.

APQP/PPAP Certification



Examination Dates in Southfield, Mich. from 8:00 a.m. – Noon

Feb. 10 May 18 Aug. 29 Nov. 14

FMEA Certification



Examination Dates in Southfield, Mich. from 1:00 p.m. – 5:00 p.m.

Feb. 10 May 18 Aug. 29 Nov. 14

MSA Certification



Examination Dates in Southfield, Mich. from 8:00 a.m. – Noon

Feb. 11 May 19 Aug. 30 Nov. 15

SPC Certification



Examination Dates in Southfield, Mich. from 1:00 p.m. – 5:00 p.m.

Feb. 11 May 19 Aug. 30 Nov. 15

Pricing per Exam

Member: \$295.00

List: \$395.00

Coming Soon!



Online Quality Core Tool Certification

Earn Your Core Tool Certification – Online

Become a globally recognized quality expert by verifying your knowledge and technical aptitude of the quality Core Tools. AIAG's new online certification examinations will provide an opportune setting, in the comfort of your own home or office, for you to earn the most sought after credentials of quality practitioners.

More information available online at www.aiag.org

Special Process System Assessments

Understanding the Plating and Coating Special Process System Assessments

CEUs: 0.8



If you are interested in the Plating System Assessment and Coating System Assessment, this overview course covers the tools that are the foundation of the special process assessments.

Learn how to use the tool as a foundation to ensure control of the special processes, as well as to deliver quality parts and materials. This overview course covers the coating and plating special process system assessments.

Course Objectives

- Requirements for assessment procedures and frequencies
- Internal assessment process and assessor qualifications
- Documented assessment procedure, checklists, and best practices
- How to use the automotive process approach for effective auditing
- Using the automotive process approach to show how to effectively use:
 - The system audit
 - The job audit forms
 - The process tables
- Develop an audit plan to be used as a guide within your organization

Note: This is not a technical class and does not cover processes in a technical manner.

Dates at Southfield, Mich. Location

Apr. 11 Sept. 27

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$275.00 List: \$375.00

Understanding the Heat Treat, Soldering and Welding Special Process System Assessments

CEUs: 0.8



Find out how to effectively use the Heat Treat, Soldering and Welding guidelines to evaluate the control and management of your processes and deliver quality parts and materials.

If you are involved in the implementation of, maintenance of, and/or compliance of a heat treat, soldering or welding system assessment, this course will give you the tools necessary to understand and learn how to use the system assessments as a foundation to assure control of your processes.

Course activities are designed to help you implement an assessment within your own organization and include the development of an audit plan.

Course Objectives

- What is required to complete a special process assessment
- How to determine objective evidence
- How to complete the cover sheet, assessment and job audit

Note: This is not a technical class and does not cover processes in a technical manner.

Dates at Southfield, Mich. Location

May 23 Oct. 10

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$275.00 List: \$375.00

Three Ways to Register

- Online at www.aiag.org > Training.
- Call (248) 358-3003.
- Download and complete a registration form from www.aiag.org > Training and fax it to (248) 799-7995.

Explanation of Symbols



College Credit Available



On-site Available



Certificate Awarded[†]



E-learning



Online Registration



International

[†]Upon successful completion of coursework and examination

ISO 9001:2008 – Quality Management Systems

RABQSA-Certified ISO 9001 Lead Auditor**

CEUs: 3.6



This in-depth course gives you the skills and tools necessary to become an effective lead auditor in your organization. Hands-on class work, exercises and case studies prepare you to effectively run your internal audit, as well as oversee internal auditors during the course of an audit. Learn the concepts of ISO 9001 and how the standard can become a valuable part of your business management system.

The importance of the process approach and how it impacts not only your organization, but also your auditing practices are detailed. Recommended for anyone taking on the role of, or desiring to be, a lead auditor, audit program managers wishing to implement and maintain an effective audit program, and experienced auditors who need to learn about ISO 9001 in order to audit a quality management system.

This course is certified by RABQSA and meets the training portion of the requirements for certification of individual QMS auditors. This course also meets the requirements for an IRCA lead auditor.

Course Objectives

- Utilize ISO 19011:2002 Standard to perform audits
- Apply the principles of Understanding ISO 9001:2008
- Review and implement RABQSA Auditor Certification Handbook
- Translate linkages to quality management principles
- Form an audit team and select who needs to be on it
- Determine roles and responsibilities of each individual
- Conduct an audit meeting
- Choose who needs to be there from the audit team and from the organization receiving the audit
- Create an agenda
- What reports are needed and how to form them
- Determine needed documentation
- Organize according to the ISO 19011:2002 Standard
- Classify and record nonconformities

Requirements for Successful Completion

1. The continual evaluation of the student's attitudes, auditing capability, performance as team members when role playing, and communication skills (performed independently by all instructors involved with the class).
2. A written examination that covers the content of ISO 9001 and the application of audit principles and practices based on ISO 19011. Seventy-five percent of the examination grade is based on questions that require essay responses that test comprehension of the audit process and the application of ISO 9001. The remainder of the examination grade is based on multiple choice, true/false or short-answer questions.

Certificates Awarded

- Those who pass will receive a certificate of successful completion, which satisfies the training requirement for individual QMS auditor certification by RABQSA and IRCA.
- Those who do not pass will receive a certificate of attendance.

Prerequisite

A series of questions to be answered and turned in prior to the beginning of the course to demonstrate understanding of ISO 9001.

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 6:00 p.m.

Pricing

Member: \$1,895.00

List: \$2,095.00

Understanding ISO 9001:2008

CEUs: 1.5



Learn the concepts of ISO 9001 and how the standard can become a valuable part of your business management system.

You will engage in activities that create an understanding of each standard element and the benefits to your organization and business management system.

This two-day course is recommended for anyone who wants or needs to learn about ISO 9001, including employees at every level, as well as trainers who want a simple, effective method of explaining ISO 9001 to employees.

Course Objectives

- Complete a clause-by-clause review of the ISO 9001:2008 Standard
- Define the process approach and how it impacts the use of ISO 9001:2008
- Apply each of the Standard's clauses
- Develop and utilize turtle diagrams

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00

List: \$775.00

**Plexus Corp. is the RABQSA-certified course provider for training at AIAG

CEUs: 2.3



Learn the concepts of ISO 9001 and how the standard can become a valuable part of your business management system. New and current internal auditors will gain an understanding of this standard in addition to the process approach auditing methodology. This course highlights the importance of the process approach and how it impacts not only your organization, but also your auditing practices.

Successful completion of RABQSA-Certified ISO 9001 Internal Auditor training meets the requirement for certification of individual QMS internal auditors. This course also meets the requirements for an IRCA internal quality auditor.

Course Objectives

- Perform audits based on ISO 19011:2002 Standard
- Apply the principles of Understanding ISO 9001:2008
- Review and identify parts of the RABQSA Auditor Certification Handbook
- Translate linkages to quality management principles
- Form an audit team and select who needs to be on it
- Determine roles and responsibilities of each individual
- Conduct an audit meeting
- Choose who needs to be there from the audit team and from the organization receiving the audit
- Create an agenda
- Determine what reports are needed and how to form them
- Determine needed documentation
- Organize according to the ISO 19011:2002 Standard
- Classify and record nonconformities

Requirements for Successful Completion

1. The continual evaluation of the student's attitudes, auditing capability, performance as team members when role playing, and communication skills (performed independently by all instructors involved with the class).
2. A written examination that covers the content of ISO 9001 and the application of audit principles and practices based on ISO 19011. Fifty percent of the examination grade is based on questions that require short answer responses that test comprehension of the audit process and the application of ISO 9001. The remainder of the examination grade is based on multiple choice and true/false questions.

Certificate Awarded

- Those who pass will receive an RABQSA certificate of successful completion, which satisfies the training requirement for individual QMS internal auditor certifications through the RABQSA and IRCA.
- Those who do not pass will receive a certificate of attendance.

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 6:00 p.m.

Pricing

Member: \$995.00

List: \$1,195.00

ISO 9001:2008 Executive Understanding

CEUs: 0.8



Gain the skills to communicate the structure, intent and benefits of ISO 9001 and determine the next steps your organization must take for the standard to become a valuable part of your business management system. This course will provide a thorough executive level background on the principles and practices of managing a quality management system to the ISO 9001 standard.

This one-day course is recommended for executives who need to learn about ISO 9001 and trainers who want a simple, effective method of explaining ISO 9001 to employees.

Course Objectives

- Demonstrate an understanding of the ISO 9000 family of standards: purpose and intent
- List the eight quality management principles
- Identify the consistent pair of standards
- Demonstrate an understanding of ISO 9001, with emphasis on Section 5: Management
- Responsibility
- Explain the benefits of ISO 9001

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$275.00

List: \$375.00

**Plexus Corp. is the RABQSA-certified course provider for training at AIAG

ISO 9001:2008 Internal Quality Auditing

CEUs: 1.5



Acquire the skills to conduct successful internal quality system audits for ISO 9001. This course includes a fully simulated audit to help you develop and refine your skills. When this course is delivered on-site, a partial audit of your system is included.

This two-day course is recommended for new internal auditors of ISO 9001, qualified auditors who need a thorough refresher, members of ISO 9000 implementation teams and representatives from key functional groups within your organization.

Course Objectives

- Utilize ISO 19011:2002 Standard to perform audits
- Comply to the ISO 9001:2008 Standard by applying the process approach to your quality management system
- Form an audit team and select who needs to be on it
- Determine roles and responsibilities of each individual
- Conduct an audit meeting
- Choose who needs to be there from the audit team and from the organization receiving the audit
- Create an agenda
- Choose what reports are needed and how to form them
- Determine needed documentation
- Determine what is needed
- Organize according to the ISO 19011:2002 Standard
- Classify and record nonconformities

Prerequisite

Must have attended an Understanding ISO 9001 course.

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00

List: \$775.00

Transitioning to ISO 9001:2008 and the Lessons Learned from the Process Approach

CEUs: 0.8



For organizations transitioning from ISO 9001:2000 to ISO 9001:2008, this one-day course is designed to provide a basic understanding of these changes. In addition, the last several years have provided many lessons learned from the process approach. This course will help you understand how the process approach is an integral part of an organization's business management system.

Recommended for management level employees, members of teams charged with leading the transition process and representatives from functional groups in your organization.

Course Objectives

- Distinguish changes from ISO 9001:2000 to ISO 9001:2008 and what that means to your organization
- Identify the valuable benefits the process approach of ISO 9001:2008 can deliver to any business management system
- Identify the different levels of processes within an organization and how they link to maximize effectiveness and efficiency in the organization
- Define basic quality system terminology
- Manage conflict
- Plan, prepare, perform and conclude an internal quality audit
- Identify the impact of the process approach upon auditing technique and methodology
- Complete a simulated audit using documentation from an actual organization

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$275.00

List: \$375.00

ISO 14001 – Environmental Quality Management Systems

RABQSA-Certified ISO 14001 EMS Lead Auditor**

CEUs: 3.6



An environmental management system (EMS) based on the ISO 14001 standard is recognized worldwide as a superb methodology for reducing environmental hazards, maintaining regulatory compliance and as a cost-saving vehicle.

Environmental management system internal auditors assist an organization in maintaining an effective EMS and in meeting environmentally sensitive targets and objectives. Using environmental methodology and tools, this EMS lead auditor class helps your organization drive continuous improvement.

This in-depth course gives you the skills and tools necessary to become an effective lead auditor in your organization. Hands-on class work, exercises and case studies will prepare you to effectively run your internal audit, as well as oversee internal auditors during the course of an audit. Learn a range of internal EMS auditing skills that will help you become a strong advocate and auditor in your company's effort to obtain maximum value from your commitment to environmental issues. Gain confidence in your audit skills from planning through reporting the results. In addition, acquire actual experience working as a member of a functioning audit team during the course.

This course is recommended for anyone taking on the role of lead auditor, EMS audit program coordinators, EMS auditors desiring lead auditor status, EMS planners, implementers and team members.

This course is certified by RABQSA and meets the training portion of the requirements for certification of individual QMS auditors. This course also meets the requirements for an IRCA lead auditor.

Course Objectives

- Define RABQSA criteria
- List guidelines governing the lead auditor training courses
- Describe environmental awareness
- Assess top management commitment
- Apply compliance with environmental legal requirements
- Conform with OEM customer-specific requirements (automotive industry only)
- Interrelate with other management systems
- Complete EMS application activity (Aspects and Impacts)
- Understand the ISO 14001:2004 Standard and environmental legal requirements
- Utilize EMS customer-specific requirements (automotive industry only)
- Practice applying audit skills

**Plexus Corp. is the RABQSA-certified course provider for training at AIAG

- Utilize the RABQSA Auditor Certification Handbook
- Demonstrate use of conformity assessment documents

Requirements for Successful Completion

1. The continual evaluation of the student's attitudes, auditing capability, performance as team members when role playing, and communication skills (performed independently by all instructors involved with the class).
2. A written examination that covers the content of ISO 14001 and the application of audit principles and practices based on ISO 14001. Seventy-five percent of the examination grade is based on questions that require essay responses that test comprehension of the audit process and the application of ISO 14001. The remainder of the examination grade is based on multiple choice, true/false or short-answer questions.

Certificates Awarded

- Those who pass will receive a certificate of successful completion, which satisfies the training requirement for individual QMS auditor certification by RABQSA and IRCA.
- Those who do not pass will receive a certificate of attendance.

Prerequisite

A series of questions to be answered and turned in prior to the beginning of the course to demonstrate understanding of ISO 14001.

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 6:00 p.m.

Pricing

Member: \$1,895.00

List: \$2,095.00

AIAG is an Authorized Training Provider



AIAG is an authorized training provider and our programs adhere to IACET's internationally recognized ANSI/IACET 1-2007 Standard for Continuing Education and Training. A Certificate of Attendance and Continuing Education Units (CEUs) are issued upon successful completion of and attendance at the entire course.

ISO 14001 EMS Internal Auditor

CEUs: 2.4



An environmental management system (EMS) based on the ISO 14001 standard is recognized worldwide as a superb methodology for reducing environmental hazards, maintaining regulatory compliance and as a cost-saving vehicle.

Environmental management system internal auditors assist an organization in maintaining an effective EMS and in meeting environmentally sensitive targets and objectives. Using environmental methodology and tools, this EMS internal auditor class helps your organization drive continuous improvement.

Learn a range of internal EMS auditing skills that will help you become a strong advocate and auditor in your company's effort to obtain maximum value from your commitment to environmental issues. Gain confidence in your audit skills from planning through reporting the results. Acquire actual experience working as a member of a functioning audit team during the course.

This course is recommended for EMS audit program coordinators, EMS auditors desiring certified internal auditor status, EMS planners, implementers and team members.

Course Objectives

- Apply ISO 19011:2002 Standard on performing audits
- Define environmental management system terminology and the ISO 14001:2004 requirements
- Form an audit team and select who needs to be on it
- Determine roles and responsibilities of each individual
- Conduct an audit meeting
- Choose who needs to be there from the audit team and from the organization receiving the audit
- Create an agenda
- Determine what reports are needed and how to form them
- Choose documentation
- Determine what is needed
- Organize according to the ISO 19011:2002 Standard
- Classify, record and resolve nonconformities
- Implement preventative measures to avoid future nonconformities

Requirements for Successful Completion

1. The continual evaluation of the student's attitudes, auditing capability, performance as team members when role playing, and communication skills (performed independently by all instructors involved with the class).
2. A written examination that covers the content of ISO 14001 and the application of audit principles and practices based on ISO 14001. Fifty percent of the examination grade is based on questions that require short answer responses that test comprehension of the audit process and the application of ISO 14001. The remainder of the examination grade is based on multiple choice and true/false questions.

Certificates Awarded

- Those who pass the exam will receive a certificate of successful completion.
- Those who do not pass the exam will receive a certificate of attendance.

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 6:00 p.m.

Pricing

Member: \$995.00

List: \$1,195.00

ISO 14001 Executive Understanding

CEUs: 0.8



Learn the concepts of ISO 14001 environmental management system (EMS) and how the standard can become a valuable part of your business management system. Engage in activities that create an understanding of the standard and learn the intent and benefits for your business management system. Gain an understanding of how to successfully support and facilitate an ISO 14001 implementation process inside your organization. In addition, understand the costs and legal issues associated with implementing an ISO 14001 environmental management system.

This one-day course is recommended for executives who need to learn about ISO 14001 and trainers who want a simple, effective method of explaining 14001 to employees.

Course Objectives

- Environmental management systems
- Identify the driving factors for ISO 14001
- Trace the evolution of the ISO 14000 series
- Integrate 14001 with an ISO 9000 quality management system
- Explain benefits of an ISO 14001 EMS system
- Identify key management responsibilities
- Demonstrate an understanding of the standard

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$275.00

List: \$375.00

ISO 14001 Internal Environmental Management System (EMS) Auditing

CEUs: 1.5



Acquire the skills to conduct successful internal environmental management system (EMS) audits for an ISO 14001 environmental management system. Learn and practice effective communication skills and techniques, including effective questioning and conflict management. This course includes a full-simulated audit, helping you develop and refine your skills for planning, preparing and performing an internal quality audit. Participate in audit team meetings, collect evidence and report your findings.

This two-day course is recommended for ISO 14001 implementation team members, representatives of key functional groups in your organization, as well as internal auditors for ISO 14001.

Course Objectives

- Apply ISO 19011:2002 Standard on performing audits
- Define environmental management system terminology and the ISO 14001:2004 Requirements
- Form an audit team and select who needs to be on it
- Determine roles and responsibilities of each individual
- Conduct an audit meeting
- Choose who needs to be there from the audit team and from the organization receiving the audit
- Create an agenda
- Determine what reports are needed and how to form them
- Choose documentation
- Determine what is needed
- Organize according to the ISO 19011:2002 Standard
- Classify nonconformities
- Classify, record and resolve nonconformities
- Implement preventative measures to avoid future nonconformities

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00

List: \$775.00

Integrating ISO 14001 and ISO/TS 16949

CEUs: 1.5



Acquire the skills and understanding necessary to squeeze the full benefits for your company from ISO 14001. This course is designed to help you integrate ISO 14001 and ISO/TS 16949 as efficiently and cost effectively as possible. Learn how to analyze the requirements of the new standard and incorporate them into your current ISO/TS 16949 practices to achieve full compliance with minimal disruption.

You will also learn to address key issues in environmental management, as well as the benefits of an environmental management system (EMS) and ISO 14001. This two-day course is recommended for individuals and cross-functional teams implementing ISO 14001 into an ISO/TS 16949 system and anyone who wants a better understanding of the requirements.

Course Objectives

- Reduce the time and cost of implementing the new specifications by acquiring a concise, yet thorough understanding of the scope of ISO 14001:2004 and key terms
- Identify which modifications and additions to ISO 14001:2004 require attention for compliance with ISO/TS 16949:2009
- Develop an environmental policy statement appropriate for your company
- Integrate processes for identifying environmental aspects and impacts
- Identify environmental objectives, set related targets, and establish programs for achieving results
- Integrate environmental responsibilities, awareness, and authorities into a management system
- Establish environmental metrics and indicators for monitoring performance
- Document control for ISO 14001:2004
- Identify operations that need to be controlled under EMS and identify emergency operations and contingencies that must be considered as part of EMS
- Incorporate changes necessary for your company to achieve compliance and determine the resources and timing required

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00

List: \$775.00

Integrating ISO 14001 and ISO 9001

CEUs: 1.5



Acquire the skills and understanding necessary to squeeze the full benefits for your company from ISO 14001. This course is designed to help you integrate ISO 14001 and ISO 9001 as efficiently and cost effectively as possible. Learn how to analyze the requirements of the new standard and incorporate them into your current ISO 9001 practices to achieve full compliance with minimal disruption. You will learn to address key issues in environmental management, as well as the benefits of an environmental management system (EMS) and ISO 14001.

This two-day course is recommended for individuals and cross-functional teams implementing ISO 14001 into an ISO 9001 system and anyone who wants a better understanding of the requirements.

Course Objectives

- Reduce the time and cost of implementing the new specifications by acquiring a concise, yet thorough understanding of the scope of ISO 14001:2004 and key terms
- Identify which modifications and additions to ISO 14001:2004 require attention for compliance with ISO 9001:2008
- Develop an environmental policy statement appropriate for your company
- Integrate processes for identifying environmental aspects and impacts
- Identify environmental objectives, set related targets, and establish programs for achieving results
- Integrate environmental responsibilities, awareness, and authorities into a management system
- Establish environmental metrics and indicators for monitoring performance
- Document control for ISO 14001:2004
- Identify operations that need to be controlled under EMS and identify emergency operations and contingencies that must be considered as part of EMS
- Incorporate changes necessary for your company to achieve compliance and determine the resources and timing required

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00

List: \$775.00

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Understanding ISO 14001

CEUs: 1.5



Learn the concepts of ISO 14001 environmental management system (EMS) and how the standard can become a valuable part of your business management system. Engage in activities that create an understanding of each clause of the standard and the benefits of each for your organization and your business management system. You will also learn to address key issues in environmental management, the benefits of an environmental management system and the ISO 14000 series.

This two-day course is recommended for anyone who needs to learn about ISO 14001 and employees at every level including trainers who want a simple, effective method of explaining ISO 14001 to employees.

Course Objectives

- Apply ISO 14001:2004 to different organizations
- Apply each of the ISO 14001:2004 clauses and relate them to the intent of the standard
- Create a basic non-business model or metaphor for elements of the standard — something that has inputs, transformations and outputs as any business would have
- Identify aspects and targets
- Prepare an implementation strategy

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00

List: \$775.00

ISO 9001:2008 for Health Care

Implementing the Failure Mode and Effects Analysis (FMEA) Reference Manual for Healthcare

CEUs: 1.5



In this two-day course, establish the foundation to avoid Murphy's Law; the things that could go wrong don't have to when you learn to use FMEAs successfully. This course will teach you the skills to understand and use FMEAs and the concept of risk reduction and defect prevention.

Turn your quality control around when you discover the impact of failure and how you can reduce the risk with FMEAs. Then, take your skill and knowledge beyond just the concepts by learning the specifics of successfully developing and maintaining Design and Process FMEAs, which will include identifying and reducing risk factors.

This course is recommended for quality managers, quality team leaders, individuals and cross functional teams interested in risk reduction and anyone who wants a better understanding of basic FMEA and risk management methodology.

Course Objectives

- Define FMEA customers
- Relate the FMEA to Advanced Quality Planning (AQP)
- Identify the specifics of Design and Process FMEAs
- Identify the concept of risk and how to reduce the risk of failure
- Complete an FMEA and assimilate the reasoning for specific parts of the FMEA

Prerequisite

Knowledge of automotive requirements recommended.

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00

List: \$775.00

ISO 9001:2008 Executive Understanding for Healthcare

CEUs: 0.4



In this half-day course, gain the skills to communicate the structure, intent and benefits of ISO 9001 for healthcare and determine the next steps your organization must take for the standard to become a valuable part of your business management system. Through innovative exercises, including completion of a matrix of responsibility and authority to use as a tool for effective implementation, this course will provide a thorough executive-level background on the principles and practices of managing a quality management system to the ISO 9001 standard and will also help you focus on decision-making as it relates to the implementation of ISO 9001.

This course is recommended for executives who need to learn about ISO 9001 and trainers who want a simple, effective method of explaining ISO 9001.

Course Objectives

- Demonstrate an understanding of the purpose and intent of the ISO 9000 family of standards
- Identify eight quality management principles
- Demonstrate an understanding of ISO 9001, including Section 5: Management Responsibility
- Explain the impact and benefits of ISO 9001

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 12:00 p.m.

Pricing

Member: \$200.00

List: \$275.00

Explanation of Symbols

	College Credit Available		On-site Available
	Certificate Awarded [†]		E-learning
	Online Registration		International

[†]Upon successful completion of coursework and examination

ISO 9001:2008 Internal Quality Auditing for Healthcare

CEUs: 1.5



In this two-day course, learn the full range of internal auditing skills that will help you become a strong advocate and leader in your company's effort to obtain maximum value from your commitment to ISO 9001 in the healthcare industry. Through individual participation and group activities, you will gain the necessary skills to conduct successful internal quality system audits.

This course includes a simulated audit, based on documentation from an actual organization, helping you to develop and refine your newly acquired knowledge and skills.

This course is recommended for new internal auditors or experienced auditors that need a thorough refresher. Representatives from key functional groups and members of an ISO 9001 implementation team will also find this course beneficial.

Course Objectives

- Utilize ISO 19011:2002 Standard on performing audits
- Apply the process approach to your quality management system to comply to the ISO 9001:2008 Standard
- Form an audit team and select who needs to be on it
- Determine roles and responsibilities of each individual
- Conduct an audit meeting
- Choose who needs to be there from the audit team and from the organization receiving the audit
- Create an agenda
- Determine what reports are needed and how to form them
- Determine needed documentation
- Organize according to the ISO 19011:2002 Standard
- Classify and record nonconformities
- Implement preventative measures to avoid future nonconformities

Prerequisite

Completion of Understanding ISO 9001 is recommended. Individuals without this class/knowledge may not be able to successfully complete the internal audit training.

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00 List: \$775.00

Transitioning to ISO 9001:2008 and Lessons Learned from the Process Approach for Healthcare

CEUs: 0.8



This one-day course is for organizations transitioning from ISO 9001:2000 to ISO 9001:2008 and is designed to provide a basic understanding of these changes and their impact in the healthcare industry. In addition, the last several years have provided many lessons learned from the process approach. This course will also help you understand how the process approach is an integral part of an organization's business management system.

This course is recommended for management-level employees, members of teams charged with leading the transition process and representatives from functional groups in your organization.

Course Objectives

- Identify the changes from ISO 9001:2000 to ISO 9001:2008 and what that means to your organization in the healthcare industry
- Identify benefits that the process approach of ISO 9001:2008 can deliver to any business management system
- Implement lessons learned about the process approach
- Identify the different levels of processes within an organization and how they link to maximize effectiveness and efficiency in the organization
- Define basic quality system terminology
- Demonstrate effective communication skills and techniques
- Manage conflict
- Plan, prepare, perform and conclude an internal quality audit
- List impact upon auditing technique and methodology through the process approach
- Simulate an audit using documentation from an actual organization

Prerequisite

Must be familiar with ISO 9001:2000.

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$275.00 List: \$375.00

CEUs: 1.5



In this two-day course, learn the concepts of ISO 9001:2008 and obtain invaluable insight into the benefits the process approach can deliver to your business management system in the healthcare industry. You will engage in activities that create an understanding of each standard element and the benefits to your organization and business management system. Additionally, you will create a basic business model for elements of the standard, with inputs, transformations, and outputs.

This course is recommended for anyone who wants or needs to learn about ISO 9001, including employees at every level and potential internal auditors, as well as trainers who want a simple, effective method of explaining ISO 9001 to employees.

Course Objectives

- Review the ISO 9001:2008 Standard clause-by-clause
- Identify the impact the use of ISO 9001:2008 and the process approach has on the QMS
- Apply each of the Standard's clauses
- Develop and utilize turtle diagrams

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00

List: \$775.00

ISO 13485:2003 Internal Quality Auditing

CEUs: 1.5



In this two-day course, learn the full range of internal auditing skills that will help you become a strong advocate and leader in your company's effort to obtain maximum value from your commitment to ISO 13485. Through individual participation and group activities, participants will acquire the necessary skills to conduct successful internal quality system audits for ISO 13485. This course includes a simulated audit, based on documentation from an actual organization, so participants can develop and refine their newly acquired knowledge and skills. This course is recommended for new internal auditors or experienced auditors that need a thorough refresher. Representatives from key functional groups, members of an ISO 13485 implementation team, and risk and quality managers will also find this course beneficial.

Course Objectives

- Utilize the ISO 19011:2002 Standard on performing audits
- Comply to the ISO 13485:2005 Standard by applying the process approach to your quality management system
- Form an audit team and select who needs to be on it
- Determine roles and responsibilities of each individual
- Conduct an audit meeting
- Choose who needs to be there from the audit team and from the organization receiving the audit
- Create an agenda
- Determine what reports are needed and how to form them
- Choose appropriate documentation
- Determine what is needed
- Organize according to the ISO 19011:2002 Standard
- Classify, record and resolve nonconformities
- Implement preventative measures to avoid future nonconformities

Prerequisite

Completion of Understanding ISO 13485 is recommended. Individuals without this class/knowledge may not be able to successfully complete the internal audit training.

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00

List: \$775.00

Three Ways to Register

- Online at www.aiag.org > Training.
- Call (248) 358-3003.
- Download and complete a registration form from www.aiag.org > Training and fax it to (248) 799-7995.

ISO 13485:2003 Executive Understanding

CEUs: 0.4



In this half-day course, gain an understanding of the purpose and intent of the ISO 9001:2008 standard, the ISO 13485:2003 standard and the regulatory/customer focus of these standards. Learn to communicate the structure, intent and benefits of ISO 13485 and determine the next steps your organization must take for the standard to become a valuable part of your business management system.

Innovative exercises will help you focus on decision-making as it relates to the implementation of ISO 13485. This course will provide a thorough executive-level background on the principles and practices of managing a quality management system to the ISO 13485 standard.

This course is recommended for executives who need to learn about ISO 13485, trainers who want a simple, effective method of explaining ISO 13485 to employees, quality and regulatory affairs managers, and steering committee members.

Course Objectives

- Demonstrate an understanding of the purpose and intent of ISO 9001 and ISO 13485
- Identify the primary objective of ISO 13485
- Demonstrate an understanding of ISO 13485, including Section 5: Management Responsibility
- Explain the benefits of ISO 13485
- Complete a matrix of responsibility and authority
- Develop processes for functional implementation and management review of ISO 13485

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 12:00 p.m.

Pricing

Member: \$200.00 List: \$275.00

Explanation of Symbols



College Credit Available



On-site Available



Certificate Awarded[‡]



E-learning



Online Registration



International

[‡]Upon successful completion of coursework and examination

Understanding ISO 13485:2003

CEUs: 1.5



In this two-day course, learn the concepts of ISO 13485:2003 and obtain invaluable insight into the benefits the process approach of ISO 13485 can deliver to your business management system.

You will engage in activities that create an understanding of each standard element and the benefits of each element for your organization and for you as a participant in a business management system. Additionally, you will create a basic business model for elements of the standard, with inputs, transformations and outputs.

This course is recommended for anyone who wants/needs to learn about ISO 13485, trainers who want a simple, effective method of explaining ISO 13485 to employees, potential internal auditors, and risk and quality managers.

Course Objectives

- Apply invaluable insights into the benefits the process approach of ISO 13485:2003 can deliver to any business management system
- Assimilate purpose and intent of the ISO 13485 standard
- Define the process approach and how it impacts the use of ISO 13485:2003
- Identify and understand the process within your organization
- Apply the eight quality management principles upon which the ISO 9000 family of standards were based
- Define terminology and exclusion requirements in ISO 13485:2003
- Apply the standard's clauses and relate the intent of the standard
- Create a basic business model for elements of the standard with inputs, transformations and outputs as any business would have.
- Use “Reflect and Connect” exercises and compare the model to your organization's model, and confirm insights gained into the process.
- Relate key elements of the standard to your own company. A clause-by-clause review of the standard ensures understanding — and each clause is applied to your own company.

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00 List: \$775.00



In this two-day course, learn the concepts of the ISO/IEC 17025 standard, including lab scope, documentation requirements, concepts of uncertainty, applications to test facilities and calibration facilities, allowances and waivers, and accreditation and compliance. The topics covered and the practical application experienced in this course will be applicable to any organization that wishes to achieve control of laboratory activities or compliance to the ISO/IEC 17025 requirements.

Course Objectives

- Apply knowledge of laboratory competence and organization
- Define allowances and waivers that are allowed
- Implement a compliant system in any type of laboratory setting
- Apply and implement ISO/IEC 17025 in calibration and testing laboratory settings
- Utilize vocabulary associated with laboratory competence and control
- Identify and implement the requirements using case study material from actual laboratory settings

Dates

March 28 – 29 Sept. 28 – 29

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00 List: \$775.00

ISO/IEC 17025: 2005 Internal Quality Auditing



In this one-day course, develop a foundation for auditing compliance to, and implementation of, the ISO/IEC 17025 standard. Hands-on instruction with a simulated audit of internal test and calibration laboratories will develop and refine the knowledge and skills you learn in this course.

Course Objectives

- Perform audits to the ISO 19011:2002 Standard
- Apply the process approach to comply to the ISO/IEC 17025:2005 Standard
- Apply audit techniques to meet the requirements of ISO/IEC 17025 using case study material from actual laboratory settings
- Form an audit team and select who needs to be on it
- Determine roles and responsibilities of each individual
- Conduct an audit meeting
- Choose who needs to be there from the audit team and from the organization receiving the audit
- Create an agenda
- Determine what reports are needed and how to form them
- Determine needed documentation
- Determine what is needed
- Organize according to the ISO 19011:2002 Standard
- Classify, record, and resolve nonconformities
- Implement preventative measures to avoid future nonconformities

Prerequisite

Knowledge of ISO/IEC 17025 or Understanding ISO/IEC 17025 course attendance.

Dates

March 30 Sept. 30

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$275.00 List: \$375.00

“The instructor was very knowledgeable and made the class fun. For a one-day class, it was very informative. This class should help in implementing ISO/IEC 17025 in our In-process materials and finished product test labs.”

**– Dale White,
Bridgestone Americas Tire Operations**

Universal Quality Management System

Effective Audit Findings for Continual Improvement

CEUs: 0.8



Do your organization's audit findings have missing criteria or lack objective evidence? Are they difficult to interpret or do they lack a focus on continual improvement and fail to add value? ISO standards call for an organization to demonstrate continual improvement. Audit findings are an effective method to facilitate the necessary improvements within a quality management system.

However, findings and nonconformity statements are not always clearly documented or value-added to an organization.

This course is designed to mitigate incomplete findings, as well as those that don't meet the intent of the process approach, have missing criteria or have incomplete objective evidence. This course uses a practical approach to explain how to develop and document effective findings and nonconformity reports. Using workgroup activities and hands-on participation, instruction will help quality managers and organizations improve the quality of the findings written by internal auditors. Furthermore, it can assist an organization in improving how it receives and interprets findings from second- and third-party auditors with the ultimate objective of quality management system improvement.

Internal auditors, management representatives, second-party auditors and certification body auditors will benefit from this valuable course.

Course Objectives

- The intent of findings and nonconformity reports
- Identification and explanation finding criteria
- What it takes to write an effective finding
- Explanation of how to formulate a finding conclusion
- Explanation of the importance of a nonconformity statement
- Explanation of how to verify the corrective action to mitigate findings

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$295.00

List: \$395.00

Mastering the Process Approach Step-by-Step

CEUs: 0.8



Are you struggling to understand the process approach and the benefits you can achieve from it? ISO standards require all manufacturing and service industries to not only understand, but also implement and monitor a quality management system (QMS) using a process approach. Whether your organization processes foods, manufactures aerospace components, assembles automotive modules or delivers furniture, you need to understand the fundamentals and benefits of the process approach if you plan to become, or are currently certified to an ISO standard.

This course walks you through the process development tools (i.e., process turtle) demonstrating how to use them and explaining the difference between an elemental approach with threads-through clauses as opposed to the process approach with process audit trails. Instruction begins by defining the process approach, teaching you how to benefit from process development tools and how to design effective processes in order to gain management support.

You gain hands-on experience with process definition and document development and use actual examples to demystify QMS implementation and assessment. With a focus on understanding customer requirements as process inputs, instruction explores the concept of “criteria” and the importance of understanding the entire scope of “customers” to achieve operational objectives and affect improvement.

Internal auditors, management representatives, process owners, process implementers, quality personnel, certification body auditors, and second-party auditors will benefit from this course.

Course Objectives

- The process approach, process-based QMS and customer requirements
- Elemental vs. process approach with process audit trails
- The process turtle used for process development
- Process mapping used to support process documentation and management
- Cascading metrics used to ensure effective process monitoring and analysis

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$295.00

List: \$395.00



Acquire the skills to assess the training needs for your employees in order to implement a quality management system. You will also learn how to develop, deliver and evaluate the training. Create a training action plan and gain training experience with practice training sessions.

This one-day course is recommended for representatives of your organizations implementation team, internal trainers and those who are interested in developing internal training capabilities.

Course Objectives

- Train internal trainers to successfully plan and deliver training
- Develop an employee handbook
- Demonstrate effective training skills
- Plan for training based on the purpose, audience and course length
- Prepare for and practice training utilizing participant materials, visual aids and location

Dates

This one-day course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$275.00 List: \$375.00

Supplier and Product Reliability

Coming soon: The first-ever comprehensive set of reliability tools and methodology to manage product development and supplier assessments.

Check out the AIAG Web site for more information on this assessment tool and training course.

Coming Soon!



Learn to document a quality management system (QMS) effectively. You will leave with “real” work accomplished — real documentation for your company. Through group activities and individual participation, you will understand what documentation is needed and how to write it concisely. Most of all, you will learn how to complete it efficiently and how it will benefit you and your company.

This two-day course is recommended for anyone who needs to create job descriptions, work instructions, procedures, quality manuals, quality plans or a document numbering system, plus trainers who want a better way to teach documentation.

Course Objectives

- Demonstrate the ability to use documentation to help you achieve your business objectives
- Explain why documentation is needed
- Create typical documentation structures
- Utilize document control methods
- Write quality manual procedures, work instructions, quality plan and maintain records
- Identify reasoning behind documentation requirements
- Develop an outline of a quality manual
- Write your documentation under the coaching and supervision of your instructor

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00 List: \$775.00

Measurement, Data Analysis and Continual Improvement

CEUs: 1.5



In this two-day course, obtain practical experience in identifying appropriate measurement tools and analyzing the data they provide – all with the goal of improving customer satisfaction. This course provides a review of ISO 9001:2008 and ISO/TS 16949 Section 8 and an introduction to three levels of tools/ techniques useful in measurement, data analysis and continual improvement: elementary, intermediate and advanced. Gain insight into how measurement, data analysis and continual improvement lead to process control, product conformity, and, ultimately, customer satisfaction. Learn to confirm levels of effectiveness and efficiency for measurement, data analysis, and continual improvement activities.

Course Objectives

- Translate critical linkage from process control to product conformity to customer satisfaction and how the underlying principles, approach and tools of ISO 9001 and ISO/TS 16949 can help you achieve your goal of customer satisfaction
- Correct and prevent problems by appropriately using measurement and analytical tools
- Use measurement and analytical tools from Pareto analysis and GANTT charts to scatter diagrams and activity networks
- Participate in team activities that help you identify which measurement and analytical tools are appropriate for various situations
- Compare and contrast proactive vs. reactive approach to measurement of performance

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00 List: \$775.00

Leading Process-Based Systems

CEUs: 0.8



This class begins with an explanation of the role of “top management”. Concepts of strategic, tactical and operational management are explored. Through group activities and individual participation, gain skills to develop and manage a quality management system (QMS) and/or environmental management system (EMS) implementation plan for your organization. Implementation planning includes identifying the basic types of planning, key project elements, key milestones and essential planning tools.

This one-day course is recommended for management/executive groups, steering committee members, implementation teams and other key implementation individuals.

Course Objectives

- Demonstrate an understanding of the role of top management
- Distinguish the differences between strategic, tactical and operational planning
- Complete strategic, operational and tactical GANTT charts of implementation process
- Apply planning tools to the ISO 9001, ISO 14001 and/or ISO/TS 16949 implementation process
- Outline essential registration steps
- Develop project maintenance tools
- Assign specific implementation tasks and responsibilities

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$275.00 List: \$375.00

AIAG is an Authorized Training Provider



AIAG is an authorized training provider and our programs adhere to IACET’s internationally recognized ANSI/IACET 1-2007 Standard for Continuing Education and Training. A Certificate of Attendance and Continuing Education Units (CEUs) are issued upon successful completion of and attendance at the entire course.

Layered Process Audits

Layered Process Audit Implementation Workshop – Train-the-Trainer

CEUs: 0.8



Improve product quality and customer satisfaction while reducing errors, scrap and costs. Confidently implement a layered process audit (LPA) at your plant after learning about the LPA strategy and a recommended 14-step implementation plan.

This “train-the-trainer” course is designed for individuals who will be leading your site’s implementation of LPAs to fulfill OEM requirements. Demonstrate how to best facilitate an LPA Team Implementation Workshop at your site using lessons learned that are reinforced with practice presentations and instructor-led group discussion.

Materials used are compliant with known OEM and Tier One requirements for LPA implementation.

Course Objectives

- Key aspects of LPA
- Suggestions on how to launch a full-scale LPA system
- Techniques for designing, developing and implementing audit questions

Dates at Southfield, Mich. Location

May 4 Sept. 13

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$934.00* List: \$1,099.00**

**Price includes the LPA-in-a-Box train-the-trainer kit, which consists of a facilitator guide, Microsoft Excel® templates, implementation map and training video. License of these materials is limited to one designated site/location.

Layered Process Audit – Executive Overview

CEUs: 0.4



Minimize variation and maximize quality. Designed for the plant executive team, this executive overview of layered process audits (LPA) is recommended for management and implementation team members, plant management and staff prior to beginning LPAs. This course details how to use an LPA to get significant results including quality improvement, waste reduction and employee participation, and provides concrete action plans and a checklist of items for ensuring smooth integration of LPA.

Course Objectives

- What LPAs are
- The benefits of implementing LPA

Dates at Southfield, Mich. Location

May 3 Sept. 12

Course Time

8:00 a.m. – Noon

Pricing

Member: \$150.00 List: \$200.00

Lean and Six Sigma

Lean and Six Sigma Executive Overview



This half-day seminar is designed for those with profit and loss responsibility, and is recommended for plant managers and area managers with effective implementation strategies to improve quality and to reduce cost. Concepts that affect Cost of Poor Flow (COPF) and Cost of Poor Quality (COPQ) will be discussed during this high impact executive training seminar. Leave with a good understanding of how Lean and Six Sigma can help you and your organization. How to get started, costs and savings, and case studies will be covered.

Course Objectives

- Introduction to the Lean/Six Sigma philosophy
- Understanding the Lean and Six Sigma movements
- Benefits of Lean/Six Sigma
- Benefits of integrating Lean and Six Sigma
- Lean/Six Sigma organizational structure
- Understanding Lean/Six Sigma tools
- How to get started
- Case studies

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – Noon

Pricing

Member: \$195.00 List: \$245.00

Six Sigma Executive



Achieve an effective understanding of the Six Sigma Breakthrough Strategy and the Six Sigma process within the organization's Six Sigma infrastructure. Recommended for senior management and leadership teams of any organization, this half-day training is the first step toward internal deployment and includes an overview of Six Sigma, deployment strategies, scientific tools and methods, and improvement, measurements and management controls.

Course Objectives

- Defining Our Values: Introduction as to why Six Sigma is being implemented
- History of Quality: The evolution of quality, continual improvement and Six Sigma
- Process Characterization: Process performance in terms of yield, capability and Six Sigma
- Business Metrics: New concepts on Six Sigma performance measurement and corporate strategy
- Breakthrough Strategy: Terminology, strategy and roadmap of the Six Sigma methodology
- Understanding the Six Sigma define-measure-analyze-improve control (DMAIC) process
- Statistics: The basics of statistical thinking, what to expect and how to use the information in a Six Sigma project report
- Tools: Overview of main tools used as part of the Six Sigma toolkit and what to expect in a Six Sigma report
- Design for Six Sigma (DFSS): An overview of DFSS vision, methods and tools
- Six Sigma Deployment: Compare and contrast current/ proposed deployment strategy with best practices, project guidelines and communication
- Roles: What is expected from the various participants in Six Sigma
- Lessons Learned: A tour of lessons learned from companies that have been there
- Future Initiatives: Discussion on Lean thinking and systems optimization

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – Noon

Pricing

Member: \$195.00 List: \$245.00

Six Sigma Green Belt Training



Gain fundamental knowledge of the Six Sigma strategy and tools in order to assist Black Belts in breakthrough project implementation and apply the define, measure, analyze, improve and control (DMAIC) process to local problem solving projects. This five-day workshop enables participants to become the primary members in a project team to achieve Six Sigma levels of quality using a breakthrough strategy and methodology to address key product/service improvement opportunities. Recommended for anyone who will participate in a Six Sigma, quality or process improvement team in addition to individuals who will champion and support Six Sigma projects.

Course Objectives

- Introduction and vision of Six Sigma
- The DMAIC process and team problem solving
- Process mapping and FMEA
- Basic statistics
- Computer (statistical analysis) basics
- Graphical methods
- Central limit theorem
- Capability analysis
- Measurement system analysis
- Multi-vari studies
- Hypothesis testing
- One-way ANOVA
- DOE overview
- Mistake proofing
- Statistical process control
- Standardization
- Lean processes and continual improvement

Note: You are required to bring a laptop with the statistical package Minitab installed or with rights to install a demo version of this program.

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$1,625.00 List: \$1,950.00

Effective Error Proofing Guidance



There is a significant opportunity to improve delivered product quality, reduce waste, and improve efficiency by eliminating the potential for errors.

Watch the AIAG Web site for details on the all-new Error Proofing Guideline and Training Course.

Doing Business Overseas

Cultural Awareness: Doing Business in China

CEUs: 0.4



This four-hour course will address cultural differences between the United States and China. Some of the areas of comparison include: management styles, communication, perception of time, and business etiquette. Participants will be taught background information and then given an opportunity to use this knowledge in role-play scenarios and case discussions that relate to professional cross-cultural interactions. Examples include: meetings, e-mails, presentations, business meals, and the important concepts of guanxi and face.

This course is recommended for anyone doing business globally, preparing to enter the Chinese market and/or employees of multinational companies.

Upon completion of the course, participants will have a better understanding of how to communicate effectively with Chinese colleagues.

Dates at Southfield, Mich. Location

March 18 Sept. 14

Course Time

8:00 a.m. – 12:00 p.m.

Pricing

Member: \$225.00

List: \$275.00

Problem Solving and Error Proofing

Changing Company Culture for Effective Problem Solving

CEUs: 0.8



This one-day workshop, based on the AIAG CQI-10: *Effective Problem Solving Guideline*, is focused on identifying desired behaviors within your organization and changing the internal culture towards problem solving. This workshop is not a detailed “how to” with regards to root cause analysis and reporting formats. Rather, it is a study of how to get your organization ready to implement effective problem solving.

Course Objectives

- Introduction of the CQI-10: *Effective Problem Solving Guideline* (attendees will receive copy of manual)
- Tools for identifying and evaluating the current culture in your organization towards problem solving
- Tools for implementing cultural change
- Tools for implementing the desired behaviors
- A review of best practices with regards to root cause analysis tools and reporting formats

This workshop is intended for mid- and upper-level management personnel who can cause change in your organization.

Dates at Southfield, Mich. Location

March 23 Oct. 11

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$275.00

List: \$375.00

Poka Yoke (Mistake Proofing) for Zero Defects

CEUs: 0.8



This one-day workshop will provide you with a basic overview of the poka yoke system for developing a zero defects strategy in industrial applications. The workshop will provide an introduction to the system and its toolbox to assist you in the development and implementation of a zero defects-based culture. Included in the workshop is a series of defined activities and applications for its use as a process.

This course is recommended for product and quality managers, engineering personnel, continual improvement coordinators, and internal auditors.

Course Objectives

- Utilize poka yoke strategies
- Define zero defects quality control
- List the three elements of zero defects quality control
- Apply the implementation process
- Identify where poka yokes are needed
- Detect abnormalities as they occur
- Compare traditional quality tools to poka yoke strategies
- Develop an implementation process to ensure quicker response to problems

Note: A second day of prescribed activities is available. On the second day the organization will identify several areas of concern that then will be developed, under supervision, using poka yoke strategies.

Dates

This course is available on demand. To schedule a training date, please contact AIAG at (248) 358-3003.

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$275.00 List: \$375.00

Taking Effective Corrective Action: Using the 8-D Approach

CEUs: 1.5



This two-day training course presents the 8-D model as an efficient and effective methodology for determining, planning, verifying and documenting corrective actions. You will be introduced to planning for improvement using easily understood and implemented tools that will result in positive, innovative, and effective actions.

The tools include a questioning technique that establishes a method by which various teams with diverse backgrounds can determine necessary planning steps and will result in positive actions. The 8-D approach assists teams in ensuring that all

necessary steps are addressed and that an efficient and consistent communication of the results of the team activity is made.

Course Objectives

- Apply corrective action
- Demonstrate the questioning technique
- Describe the 8-D approach
- Complete practical exercises
- Demonstrate congratulating the team
- Utilize the 8-D approach with specific performance

Dates at Southfield, Mich. Location

Apr. 18 – 19 Sept. 8 – 9

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$555.00 List: \$775.00

Customs

HTS Harmonized Tariff Schedule Overview

CEUs: 0.8



Ensure that you are compliant with customs regulations and paying the proper duty on your products. Classification is the foundation for all customs transactions, including the North American Free Trade Agreement (NAFTA). Correct classification of your products is essential for determining the appropriate fees. The Harmonized Tariff System (HTS) provides duty rates for virtually every item that exists. Materials managers, purchasing or buyers, customs trade importers and exporters, finance management and sales managers will benefit from learning how to read the U.S. Tariff, the general rules for interpretation and how to determine the correct HTS Code classification for your products in this full-day class.

Course Objectives

- The structure of U.S. Tariff Schedule book
- General rules of interpretation
- Classification of products
- The North American Free Trade Agreement (NAFTA)

Dates at Southfield, Mich. Location

Apr. 5 Sept. 20

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$375.00 (with NAFTA: \$650 for both)
List: \$450.00 (with NAFTA: \$895 for both)

CEUs: 1.5



The North American Free Trade Agreement (NAFTA) provides reduced or eliminated tariffs on goods originating between the United States, Canada and Mexico when strict documentation and certification procedures are met.

Developed for the automotive industry, this course addresses the NAFTA requirements that are specific to automotive products, including automotive traced values. Benefit from NAFTA and learn how to properly prepare Certificates of Origin, and understand content reporting laws, rules of origin and proof of origin requirements. Materials and sales managers, purchasing agents and buyers, finance management, and customs trade importers and exporters will benefit from practical examples and hands-on group exercises. A participant's guide and Supplier Content Reporting Workbook are provided.

Course Objectives

- Identify the correct basis on which to certify goods and materials given their proper classification
- Identify and report tracing information correctly
- Correctly complete a Certificate of Origin given the required information

Dates at Southfield, Mich. Location

Apr. 6 – 7 Sept. 21 – 22

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$475.00 (with NAFTA: \$650 for both)

List: \$600.00 (with NAFTA: \$895 for both)

Engineering

Geometric Dimensioning and Tolerance (GD&T)

CEUs: 0.8



This one-day course is an overview of the GD&T concepts in controls necessary for proper layout and applications. The course will cover typical issues that can occur when applying a traditional coordinate system and how Geometric Tolerance can overcome them. You will be introduced to the symbols, terminology and the rules for GD&T based on ASME Y14.5M-1994.

This course is recommended for quality and layout personnel and support staff who must communicate with engineering and manufacturing, as well laboratory technicians who must perform gauging to layouts.

Course Objectives

- Apply the principles of GD&T Characteristics to your layout process
- Demonstrate your understanding of dimensioning tolerance principles
- Reduce the number of errors by developing a system of effective dimensional tolerance
- Apply the following controls:
 - Form – Orientation – Location
 - Runout – Profile

Dates at Southfield, Mich. Location

March 17 Aug. 19

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$275.00

List: \$375.00

Explanation of Symbols

	College Credit Available		On-site Available
	Certificate Awarded ⁺		E-learning
	Online Registration		International

⁺Upon successful completion of coursework and examination

Health, Safety and Environment

REACH Requirements Come to the USA



Do you know about REACH and what requirements affect you? Enroll in AIAG's exclusive course and learn how to prepare for the new U.S. requirements, particularly how to use the IMDS system and the GADSL list to fulfill the requirements.

This course will delve into the European Union's Registration Evaluation Authorization and Restriction of Chemicals (REACH) requirements, specifically which requirements are coming to the United States.

Course Objectives

- Overview of the EU REACH Requirements and how they affect U.S. automotive manufacturers
- Registration of substances
- Communication of substances in articles
- New MSDS requirements
- The current state of U.S. chemical regulations and how they will be changing to look more like EU REACH, plus how IMDS can address many of the new U.S. requirements
- California Green Chemistry
- Revision of TSCA

Dates at Southfield, Mich. Location

March 23 May 17

Course Time

8:00 a.m. – 12:00 p.m.

Pricing

Member: \$150.00 List: \$200.00

Mitigate Risk with AIAG

Soon, a new Risk Assessment Course will be offered to help you identify and eliminate potential safety hazards in your products and work environment.

Watch for an announcement in the AIAG's Safety and Environment Report e-newsletter.



Coming Soon!

Safety Training Suite



Through an interactive, Web-based program, you or your team can learn how to avoid many safety mistakes. Each training module takes your team members through a three-step "learning by seeing, hearing and doing" process that has been proven highly effective in many applications.

1. Employees access high-quality audio-visual course content using an on-screen mentor and 3-D graphic animation.
2. Each module checks the employee's understanding of the content with evaluations and provides records of their competence.
3. Employees can practice new skills through online interactive simulators, which allow them to use their new skills to make decisions, solve problems and take action.

In the safe environment of the simulator, they can see the results of their decisions and actions, and correct them without risk and without the potential time, productivity and financial consequences in which this learning curve would usually result.

Note: All of the safety training modules have been reviewed and validated by Vermont Technical College, as developed in accordance with OSHA standards and guidelines, to meet U.S. standards.

Manual Handling

- Workplace, human body and injuries
- Correct lifting techniques, procedures and MHAs
- Interactive simulator to perfect manual handling preparation and practices

Personal Protection Equipment

- Types and correct use of PPE
- Maintenance care and storage
- Interactive simulator for hazards identification and correct selection of PPE

First Aid

- Caution, diagnosis and procedures
- Injuries, care and monitoring of casualties
- Interactive simulator to perfect diagnosis and care procedures for critical casualties

Safety Module Pricing

The suite of three (3) safety modules is available for \$12 per person. One year enterprise licenses are available at a special AIAG discount:

- 5,000 licenses: 10%
- 5,001 – 20,000 licenses: 15%
- 20,001 or more licenses: 20%

More information is available online at www.thru-u.com. If you have questions, please e-mail information@Thru-U.com.



Injuries due to incorrectly locked out equipment can be serious and sometimes fatal, according to industry analysts. The use of correct Lockout/Tagout procedures can significantly reduce the risk of these incidents. AIAG in partnership with Thru-U.com and health, safety and environment committee members from TRW and Federal Mogul have developed an interactive, audiovisual training module with industry relevant interactive simulators to allow participants to practice Lockout/Tagout procedures in a safe environment, online.

This Web-based audiovisual course allows participants to learn using the best of breed technology, proven in 12 independent studies. The training module contains an online evaluation to track progress and an interactive simulator allowing participants to practice Lockout/Tagout procedures in a safe and cost-effective environment.

Pricing per Person

Member: \$6.00 List: \$6.00


More information is available online at www.thru-u.com. If you have questions, please e-mail information@Thru-U.com.

Greenhouse Gas Measurement and Reporting Guidance

Improve your Sustainability Program.

Learn about the consistent automotive approach for calculating GHG emissions, including reporting to OEMs and other customers.

Stay tuned for the AIAG Web site for more information on the Greenhouse Gas reporting tool and training course.



Coming Soon!

Supply Chain Management

Using the Global MMOG/LE as a Continuous Improvement Tool

CEUs: 0.8



Improve your materials management efficiency and accuracy while reducing costs from errors and waste. Based on the Global Materials Management Operations Guideline Logistics Evaluation (MMOG/LE) — the global standard for material processes that reduces the workload for suppliers and customers — this course prepares you to effectively implement a world-class materials plan and logistics management system at your company. Learn to complete an MMOG/LE supplier self-assessment, identify gaps and determine appropriate action items to fill the gaps for continuous improvement. Anyone involved with materials or manufacturing operations, responsible for pulling together a team to drive improvement or in need of in-depth knowledge of the materials management operations guideline will benefit.

The classroom training has been updated to MMOG/LE Version 3 and includes a copy of the MMOG/LE M-7D (electronic). It incorporates new navigation and reporting feature, as well as more than 130 change requests from OEMs and suppliers in the United States, Europe and Asia.

MMOG/LE Features

- Gap Analysis. Supports the development and management of action plans. User-friendly functions include the filtering options, data validation, and color coding to highlight areas that require attention. Corresponding comments from the assessment are displayed on the gap analysis for each criterion.
- Radar Charts. Displays the overall scores attained for each chapter along with the total score and resulting classification.
- Progression Chart. Provides a graphical representation of the scoring progress for attaining level “A” classification based on the action plan target dates entered in the gap analysis.

Course Objectives

- The requirements for completing an MMOG/LE self-assessment
- A gap analysis with identification of action items
- Communication strategies for the MMOG/LE throughout your organization
- MMOG/LE implementation planning guidance
- Ideas about motivating change and dealing with resistance

Dates at Southfield, Mich. Location

March 24 June 15 Sept. 26 Nov. 14

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$350.00 List: \$495.00

Using the Global MMOG/LE as a Continuous Improvement Tool (E-Learning)



Learn how to complete a global MMOG/LE supplier assessment to identify gaps and determine appropriate actions needed to fill the void while driving continuous improvement.

With knowledge checks throughout the course and a post assessment examination, this MMOG/LE e-learning course is delivered through four modules:

- Background, history and benefits of MMOG/LE
- Self-assessment and audit
- Getting started: Understand and practice using MMOG/LE
- Bringing it all together

Upon course completion, you will be able to:

- Describe the benefits of MMOG/LE, the assessment process and the roles and responsibilities in the assessment process
- Explain the section of the MMOG/LE
- Perform a self-assessment on your operations
- Perform a gap analysis
- Generate your own Global MMOG/LE improvement and implementation plan

Note: You will not be able to complete the MMOG/LE post assessment until you have finished all modules of the e-learning course. To receive a certificate of completion, you must score 80 percent or higher on the assessment.

Registration includes electronic copies of the Global Materials Management Operations Guideline/Logistics Evaluation (MMOG/LE Version 3) and the Key Performance Indicators for Global Material Management (M-8).

Pricing

<i>Single User:</i>	<i>Member:</i> \$195.00	<i>List:</i> \$295.00
<i>2 – 5 Users^:</i>	<i>Member:</i> \$150.00	<i>List:</i> \$250.00
<i>6 – 10 Users^:</i>	<i>Member:</i> \$125.00	<i>List:</i> \$225.00
<i>11 – 19 Users^:</i>	<i>Member:</i> \$100.00	<i>List:</i> \$200.00

Register online at www.aiag.org. To register two (2) or more users, please call (248) 358-3003.

^Price per user

Three Ways to Register

- Online at www.aiag.org > Training.
- Call (248) 358-3003.
- Download and complete a registration form from www.aiag.org > Training and fax it to (248) 799-7995.

RFID Essentials



Learn RFID technology and how to benefit from it in this highly interactive and visual Web-based learning experience. Speed your deployment and ROI.

This online training provides a comprehensive, vendor-neutral introduction to RFID. It's ideal for information technology, operations, engineering and finance professionals who want to quickly familiarize themselves with RFID technology without spending days or weeks sitting in a classroom.

You will acquire the working knowledge needed to:

- Identify the most promising applications
- Integrate RFID data with your back-end system for business intelligence
- Select the right RFID architecture for each application
- Talk more knowledgeably with vendors
- Implement appropriate measurements that demonstrate a project's contribution
- Speed your organization's implementation and return on investment

Course Objectives

- Overview of automatic identification technologies
- RFID technology and standards (active and passive; hardware and software)
- Marketplace and trends
- Applications, including more than 20 examples of applications delivering ROI
- Implementation in the enterprise
- In-depth business cases and measurement techniques
- Data security techniques and privacy considerations

This course can be completed in approximately eight (8) hours and includes an optional final exam and certificate. Organizations can also license the course for a one year period to accommodate multiple users.

Group Pricing

<i>1 – 4 Users^:</i>	<i>Member:</i> \$439.00	<i>List:</i> \$589.00
<i>5 – 9 Users^:</i>	<i>Member:</i> \$399.00	<i>List:</i> \$539.00
<i>10+ Users^:</i>	<i>Member:</i> \$339.00	<i>List:</i> \$459.00

^Price per user

Members Only: Bundled Pricing for Enterprises^^

<i>15 Users:</i>	<i>Member:</i> \$5,000.00
<i>75 Users:</i>	<i>Member:</i> \$15,000.00
<i>300 Users:</i>	<i>Member:</i> \$25,000.00
<i>5,000 Users:</i>	<i>Member:</i> \$100,000.00

^^License period: 1 year

Warranty Management

Integrating the Consumer-Centric Warranty Management Guideline (CQI-14) into your Business

CEUs: 0.8



The *Consumer-Centric Warranty Management Guideline* (CQI-14) provides a best-practice approach for managing warranty processes with the consumer in mind. The goal of the training is to develop practitioners well versed in the tools provided in the CQI-14 manual in order to provide a warranty process that utilizes best practices. Team involvement in the training is encouraged, when possible, to provide companies with trained practitioners who have the insights and knowledge to address issues that occur in the field. In this course, learn how to analyze and investigate issues that have “No Trouble Found”, and adopt a standardized approach to understanding “No Trouble Found” problem solving, and directions for preventing those issues once and for all.

This one-day course is recommended for individuals who participate in cross-functional teams, and for anyone wishing to gain a better understanding of root cause methodologies.

Course Objectives

- Introduction: Why consumer-centric warranty management
- Defining and understanding industry goals
- An introduction to warranty
- The role of upper management
- Benchmarking the warranty management process
- How to use the guideline
- Understanding the decision tree for “No Trouble Found”, its use and case study applications
- How to carry out a system assessment for warranty

Dates at Southfield, Mich. Location

Feb. 2 Apr. 15 June 23 Sept. 15
Nov. 17

Course Time

8:00 a.m. – 5:00 p.m.

Pricing

Member: \$275.00 *List:* \$375.00

Earn Transferable College Credit

AIAG’s credit-based training program provides an added value for your training investment. Through on-site or open enrollment courses, you can earn college credit for ISO/TS 16949:2009, North American Automotive Quality Core Tool and ISO/IEC 17025-related courses. The academic credits can be applied at most colleges and universities toward higher education degrees. This is the first program of its kind for automotive quality training.

Academic credits are issued by Riverland Community College, accredited by the Higher Learning Commission. To be eligible for academic credits, you must successfully complete each course.



**To learn more, call
AIAG customer service:
(248) 358-3003**

ISO/TS 16949:2009 Courses

Credits

RABQSA-Certified ISO 9001:2008 Lead Auditor Training with AIAG ISO/TS 16949:2009 Supplier Auditor Certification	3
RABQSA-Certified ISO 9001:2008 Internal Auditor Training with ISO/TS 16949 Automotive Emphasis	2
AIAG ISO/TS 16949:2009 Supplier Auditor Certification	2
Understanding ISO/TS 16949:2009.	1

North American Automotive Quality Core Tool Courses

Understanding and Implementing APQP with PPAP	1
Applied SPC and MSA for Practitioners	2

ISO/IEC 17025 Courses

Understanding ISO/IEC 17025	1
Internal Auditing to ISO/IEC 17025	0.5



The catalyst for peak performance

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Your Days of Going It Alone Can End.



The world's most successful automakers know that a "go it alone" strategy isn't always the best way to tackle problems.

Working collaboratively, we can drive significant improvements in cost, quality and customer satisfaction.

Join the AIAG team and find out how to:

- Uncover savings
- Improve delivered product quality
- Mitigate risk and enhance your corporate reputation
- Improve your global supplier development
- Root out waste in the supply chain

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