



Understanding Root Cause & Systemic Corrective Action

Course Description: We find a problem and fix it. Why do our “fixes” keep failing? Why do we fix the same problem again and again? Understanding Root Cause and Systemic Corrective Action provides you the opportunity to improve your business and improve product quality by resolving recurring problems, lowering costs and increasing customer satisfaction. This workshop reviews the major weaknesses in the corrective action process and explains how to achieve true root cause and systemic corrective action.

Key topics covered:

- Expanding Problem Statements – Distinguishing Symptoms from Problems
- Define Incident Specific Containment Actions
- Analyzing Systemic Root Cause – What in the System Failed?
- Understanding Irreversible Corrective Action
- Applying Systemic Preventive Action
- Verifying Actions Taken

Suggested Attendees: Those responsible for preparing and/or approving corrective actions

Required Materials: Four (4) Actual Corrective Actions written for NC’s issued by External Customers or a Registrar

Four (4) Actual Corrective Actions written for internal NC’s (These will not be shared)

Dates: April 18, 2007 & June 5, 2007 (Limited to 20 Attendees)

Evaluating Your Quality Management System (QMS) for Improved Business Performance

Course Description: Does your QMS truly contribute to improved business performance and customer satisfaction? This training workshop will help you evaluate your current QMS and provide the tools to redefine/realign your system.

Key topics covered:

- Identifying what your QMS is NOT doing for your Company
- The Focus on the Customer
- Systems Thinking
- Gaining True Value from the Process Approach
- Top Management Involvement and Commitment
- Monitoring and Measuring Business Performance
- Management Review Effectiveness

Suggested Attendees: Management Representatives and/or Senior Management.

Required Materials: Your QMS identified processes and interactions
Last management review records

Dates: May 7-8, 2007 & October 1-2, 2007 (Limited to 20 Attendees)

Auditing for Business Improvement – Connecting Financial and QMS Goals

Course Description: Geared toward Executive Management and Management Representatives this course will explain how to get real value from auditing. Learn how to audit objectives, recognize opportunities for improvement and connect financial goals to your QMS goals.

Key topics covered:

- Why do we Audit?
- Compliance, Conformance, Performance and Improvement Audits
- The Audit Process and Examples
- Interfaces/Interactions between Processes
- Auditing Objectives – Financial, Business and Quality
- Auditing Corrective Action
- Auditing Management Review

Suggested Attendees: Executive/Senior Management

Required Materials: Financial and operational goals and last management review records (These will not be shared)

Your QMS identified processes and interactions

Dates: May 21, 2007 & October 22, 2007 (Limited to 20 Attendees)

ISO 9001:2000 – Internal Auditing

Course Description: The objective of this training workshop is to assist organizations in training or re-training their Internal Auditors on the ISO 9001:2000 Standard including the Process Approach to Auditing.

Key topics covered:

- ISO 9001:2000 Concepts and Review of Standard
- The Process Approach to Auditing
- The Audit Process
- Organizing and Managing Audits
- Activities After the Audit
- Process Auditing Examples
- Process Auditing Workshop

Suggested Attendees: Anyone conducting or those who will conduct Internal Audits

Dates: March 14-15, 2007, April 30-May 1, 2007 & September 10-11, 2007 (Limited to 20 Attendees)

All training will be held at the Holiday Inn Select, 3063 Lake Eastbrook, Kentwood, MI 49512

Start Time: 8:00 AM End Time: 5:00 PM

Cost for the 2 Day Trainings will be \$695.00/person. If more than 3 people from a company attend, the cost will be discounted to \$595.00/person. Cost for the 1 Day Trainings will be \$395.00/person.

Payment by Check Required in Advance of Seminar.

NO Refunds within ONE (1) Week of the Seminar Date

BEVERAGES AND LUNCH PROVIDED

Please Contact ASR to Register at 888-891-9002 or 616-942-6273
