

## **INTRODUCTION**

ISO/TS 16949:2009 is the automotive industry standard that is based on ISO 9001:2008 but with the additional specific requirement that an organisation must demonstrate its ability to meet the customer specific requirements for the product or service while achieving continual improvement through its business activities.

## **DURATION**

1 Day, 08.30 – 17.15

## **WHO SHOULD ATTEND**

Senior and line managers who have a responsibility for creating and implementing ISO/TS 16949:2009 conforming systems will find this course useful. In addition Quality and other support staff will also benefit from this course.

## **COURSE OBJECTIVES**

The course has been structured to give senior managers the strategic knowledge and understanding of the overall requirements of ISO/TS 16949:2009. It's an open minded review and interrogation of the needs and implications of ISO/TS16949:2009, within a customer focused design and manufacturing environment, where striving for the "Right First Time" goal within design and manufacturing activities and with continual improvement throughout the business activity as the norm.

## **THE COURSE CONTENT**

- History of Customer, national and International quality system standards
- The aim of ISO/TS 16949:2009
- Relationship to ISO9001
- ISO/TS 16949:2009 requirements
- The Automotive Core Tools
- Implementation issues with ISO/TS 16949:2009
- The Process Model and System requirements

## **WHAT ARE THE BENEFITS**

This course will review the significant changes for managers within ISO/TS 16949:2009. It will examine how their roles will be interpreted and the more formalised cultural requirements that need to be in place to achieve and meet the customer satisfaction and continual improvement needs of ISO/TS 16949:2009.

## **IN – HOUSE COURSES**

Offering better value for money, they can be designed to closely match your specific requirements.

## **STYLE OF DELIVERY AND COURSE LEADERS**

Our course leaders have extensive experience in Automotive Quality Management and auditing to ISO/TS 16949. This wide experience enables them to make the course more interesting by using their relevant examples and case studies during workshop discussions.

## **CERTIFICATION**

Delegates successfully completing the course will be awarded an IQMS registered certificate.

