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ENHANCING BUSINESS PERFORMANCE BY EFFECTIVE IMPLEMENTATION OF ISO TS 16949:2009 QUALITY MANAGEMENT SYSTEM

OBJECTIVE

The program focuses on inculcating the need of the system among the participants, by demonstrating how a system will help them to perform their objectives effortlessly. How they can create time for their own enrichment of knowledge. How the organization and the individuals can grow simultaneously by applying the system.

Ultimately how to use ISO 9001:2008 or ISO TS 16949:2009 as a tool for organization's growth.

INTRODUCTION

Quality is not a flavour which can be added at the end once the product is made . Quality is not the checking or verifying once the product is completed. If a product quality depends upon too much of control, the process of manufacturing the product will consist of more non value added activities and the product is prone to have some defects one way or other leading to customer dissatisfaction. On the other hand cost of the product will increase. Increased product cost leads to loosing customers in competition.

Hence a system is very much required to bring the Quality Product or Service as output of set of process by applying highly optimal and appropriate resources. Such system should consider the Customer Perception, Market potential, Market Competition, Potential Business Partners like, Supplier, Employees, etc.

Systems like ISO 9001:2008 Quality Management System gives thorough guidelines as standard to the organization which aims for Continual growth. Continual Growth comprises of Customer Satisfaction, Sales Growth, Increased Market Share, Market Image, etc.

ISO, officially began operations on 23 February 1947, in Geneva, Switzerland.

EXPECTED OUTCOMES:

1. Participants will learn the real objectives of ISO 9001:2008 & ISO TS 16949 :2009 QMS.
2. Participants will be able to identify the clauses with respect to a context to be addressed.
3. Participants get an holistic knowledge to get them shaped and positioned with a strong base in the area wherever they are placed.
4. Participants will be able to do an objective audit leading to System Improvement in turn benefiting the organization's growth.
5. Organisation can expect an ROI in terms of (in condition that learnt system knowledge are implemented religiously) :
 - a. each process owners understand and try to get focused towards meeting their own set objectives, in turn that will contribute to the meeting of organizations overall objectives.
 - b. avoiding unnecessary pile up of stock due to System error.



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- c. avoiding customer complaints.
- d. optimum and appropriate application of resources towards meeting Business Objectives.
- e. continual improvement.

CONTENTS:

SECTION – A The challenges of Top Management

SECTION – B Understanding ISO 9001 : 2008 & ISO TS 16949 :2009

- a. Terms and Definitions
- b. Significance of QMS
- c. Advantages of implementation of QMS
- d. Stages of improvements seen by ISO 9000 Series
- e. Structure of ISO 9001:2008 & ISO TS 16949:2009

SECTION – C Interpretation of ISO 9001:2008 & ISO TS 16949 :2009 Standard

4.0 Quality Management System

5.0 Management Responsibility

6.0 Resource Management

7.0 Product Realization

8.0 Measurement, Analysis and Improvement

SECTION – D Internal Auditing

- a. The Concept of Auditing
- b. Principles of Auditing
- c. Management of Audit Program
- d. Auditor Competence
- e. Internal Audit Methodology
- f. Auditor Requirement
- g. Auditor Credibility
- h. Audit Needs
- i. Preparatory work – Audit Check list
- j. Carrying out the Audit
- k. The Audit
- l. Getting the information through Questioning
- m. Verification technique
- n. Reporting the finding non-conformance
- o. Internal Audit Reports
- p. Audit Report Forms
- q. Corrective Action Procedure
- r. Follow-up Actions

Practical Training / Evaluation

1. NCR writing
2. Exercise on Clause identification
3. Objective Type Questions.



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METHODOLOGY:

1. Understanding the levels of the participants.
2. To set the program tuning to the level of the participants.
3. Explaining them clearly the objectives of the program and levels they are expected to be after completion of the program.
4. Creating a self learning and understanding platform for the participants where the.
5. Interpreting the Clauses.
6. Sighting practical examples in satisfying a clause.
7. If participants bring in the real cases where they find problem, they will be helped to get them resolved.
8. The session will cover the role of an Auditor and the role of an Auditee. This will help the participants to manage the external audit.

LANGUAGE:

MATERIAL : English

LECTURE : Tamil or Hindi or English (As desired by the participants)

PASS CRITERIA AND CERTIFICATION:

Participants who secure overall **70% and above** and 60% and above in the individual sections during the Final Evaluation will be certified as Internal Auditors.

PROFILE OF THE TRAINER & CONSULTANT MR. V. RAMAVALLABHAN

Background:

- *Physics Graduate with Post Graduate Diploma in Master of Business Administration (PGDMBA), Diploma in Production Management (DPM).*
- ***Certified Lead Auditor –***
 - 1. ISO 9001 (IRCA),***
 - 2. ISO 9001 (RABQSA),***
 - 3. ISO/TS 16949 (SMMT-IF, UK - IATF)***
 - 4. ISO/TS 16949 (AIAG, USA - IATF),***
 - 5. AS 9100C(RABQSA),***
 - 6 ISO 27001 (NABET)***
 - 7. ISO 14001(IEMA),***
 - 8. OHSAS 18001(IRCA)***
 - 9. ISO 50001 (BSI)***
- ***VDA 6.3 Module E Process Auditor in the Product Life Cycle (VDA - QMC. Germany).***
- ***Certificate of Lean Competency – Lean Manufacturing from QCI.***
- ***Certified IPC Specialist : IPC/WHMA-A-620 Requirements and Acceptance for Cable and Wire Harness Assemblies.***



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Key Attributes:

- *Over 2 decades exposed to Multi Branches of industries namely **Electrical, Electronics, Mechanical, Plastics and sophisticated screen printing**, in the areas of **R & D, Manufacturing, Quality, Reliability, Supplier Development, Product Transfer, Agency Approvals, Customer Support, Process Engineering, Etc.***
- *Over a decade in Training and Consulting in the title JVR Consultants as a sole Trainer & Consultant.*
- *Traveled to countries like **Singapore, USA and Srilanka** for New Product development, Supplier development, Product Transfer, Training & Development of the employees.*
- *His excellence in man management during his corporate life has lifted him to great heights.*
- *His interpersonal relations and easy access among various levels of the organization he is working with is a great attraction and advantage.*
- *Presented papers in International seminar on various topics like **TQM, Global Warming**, etc.*
- *Currently since the year 2005 offers **Training (Technical & Soft skills)** and covered 1000s of participants.*
- *The training sessions are handled in 3 languages namely, **Tamil, Hindi and English**. Covered 1000s of participants. Though based in Chennai, travel throughout India and provide **Training and Consulting**. So far provided training in Uthanchal, Faridabad, Noida, Surat and Pune on various concepts in north. In south provided training and consulting in Tamilnadu, Andrapradesh, Karnataka and Kerala.*
- ***On Consulting**, completed and working on various **PROJECTS – CONSULTANCY** on Business Process Development, **TQM, Quality Circle Consulting** including preparing the team members for competition, **Jury in Quality Circle Competition, Product Transfer, 5S, Waste Elimination, Kaizen, FMEA, PPAP Documentation, Facilitate Documenting, Implementing and Certification of ISO 9001, ISO 14001, OHSAS 18001, ISO/TS 16949, ISO/TS 29001**, etc.*
- *The industries trained and undertook **PROJECTS – CONSULTANCY** include Automobile, Electronics, Electrical, Mechanical, Plastics, Casting, Forging, Printing, Cement, Sugar, Rubber, Chemical, Construction, Fabrication, Heavy Engineering, Shipping, Garments, FMCG, etc.*
- *His approach on implementing system will be **Simple, Practical, Cost effective** most importantly focusing on **most appropriateness that benefits the organization towards Return on Investments (ROI)**.*
- ***Awards:** Received Awards for best Soft Skills and Corporate Trainer.*

For more information (especially on Service record on Training and Projects – Consultancy, Clients, interesting Articles, etc.): Please visit: www.jvrconsultants.net