TRAINING COURSES

ABOUT US

DQS is one of the leading Management System Certification, Audits, Assessment & Training organization globally. DQS India is the Indian subsidiary of DQS Holding GmbH. Major shareholders of DQS Holding include Underwriters Laboratories (UL) Inc., one of the world's largest product safety certification body, German Institute for Standardization (DIN), a standard making body, and German Association for Quality (DGQ). DQS is one of the founding member of IQNet, the largest international network of certification bodies that have issued approximately one-third of all management systems certificates in the world.

With a passion for quality, we at DQS, strive for one common goal of partnering companies for business success and organizational health.

BENEFITS OF ONLINE TRAINING

Cost Effective

Convenience

Consistency

Variance

Engaging Material

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TABLE OF CONTENT

TABLE OF CONTENT

TABLE OF CONTENT

SUSTAINABILITY REPORTING TRAINING

INTRODUCTION

- A sustainability report is a report published by a company or organization about the economic, environmental and social impacts caused by its everyday activities.
- A sustainability report also presents the organization's values and governance model and demonstrates the link between its strategy and its commitment to a sustainable global economy.
- Sustainability reporting can be considered as synonymous with other terms for non-financial reporting; triple bottom line reporting, corporate social responsibility (CSR) reporting, and more.

COURSE CONTENT

- GRI (GRI's Sustainability Reporting Standards)
- The Organization for Economic Co-operation and Development (OECD Guidelines for Multinational Enterprises)
- The United Nations Global Compact (the Communication on Progress)
- The International Organization for Standardization (ISO 26000, International Standard for social responsibility)

METHODOLOGY

- Project assignment
- Class - Room Training
- Group Discussions
- Case Studies
- Project assignments

TARGET AUDIENCE

EHS Professionals, Sustainability Consultants, Plant Heads, Sustainability managers, Product Managers

CARBON FOOTPRINT AWARENESS AND IMPLEMENTATION AS PER ISO 14064:2018

INTRODUCTION

- Climate change is a global issue which demands the attention of organizations, governments, and individuals alike.
- Already, forward-thinking organizations have begun voluntarily declaring their GHG emissions for reasons such as risk management, cost reduction, brand protection, and attracting socially responsible investment.
- During the process, these organizations have prepared themselves for the GHG legislation of tomorrow.

COURSE CONTENT

- Identify and categorize GHG emission sources and sinks

- Quantify emission levels and create GHG inventory of an entity
- Develop and implement information management system to collect emission data and ensure its accuracy
- Prepare and present GHG inventory report in internationally accepted format.

METHODOLOGY

- Project assignment
- Class - Room Training
- Group Discussions
- Case Studies
- Project assignments

TARGET AUDIENCE

EHS Professionals, Sustainability Consultants, Plant Heads, Sustainability managers, Product Managers

WATER AUDIT/ WATER FOOTPRINT/ WATER POSITIVE CERTIFICATION AS PER ISO 14046 AND ISO46000:2019

INTRODUCTION

- By 2025, 1.9 billion people will be living in countries or regions with absolute water scarcity, and two-thirds of the world population could be under stress conditions
- Climate change could profoundly alter future patterns of both water availability and use, thereby increasing levels of water stress and insecurity, both at the global scale and in sectors that depend on water.

COURSE CONTENT

- Overview of the basic concepts and the different types of water footprint metrics, which aims to assess potential environmental impacts related to water consumption and degradation.
- Past and current methods, developing standards, and focuses on a life cycle based approach.
- Overview of the different methods is given and examples are provided for several of them.

METHODOLOGY

- Project assignment
- Class - Room Training
- Group Discussions
- Case Studies
- Project assignments

TARGET AUDIENCE

EHS Professionals, Sustainability Consultants, Plant Heads, Sustainability managers, Product Managers

- Energy Management System, energy Auditing and their implementation techniques for power industries.

METHODOLOGY

- Project assignment
- Class - Room Training
- Group Discussions
- Case Studies
- Project assignments

TARGET AUDIENCE

Energy Managers, Energy Consultants, Utility Heads, EHS Professionals, Sustainability Consultants, Plant Heads, Sustainability managers, Product, Managers

ENERGY CONSERVATION TRAINING

INTRODUCTION

To infuse the energy saving consciousness of the participants highlighting the energy losses in the all industry that are usually unnoticed in the various areas of operations & acquainting them with the energy saving methods and the benefits achieved.

COURSE CONTENT

- Potential areas in the Power Industries for energy saving.
- Energy Saving methods with typical examples and exercises for power stations.
- Ways to minimize losses in power transmission & distribution system.
- Better use of electrical energy.
- Proper storage and use of fuel.
- Waste Heat areas and their   utilization.
- Co-generation techniques for energy boosting.

RELIABILITY ENGINEERING

INTRODUCTION

- Reliability Engineering is an engineering field that deals with the study of reliability
- The goal of reliability engineering is to evaluate the inherent reliability of a product or process and pinpoint potential areas for reliability improvement.
- Conscious effort on Reliability will help you to improve your product's reputation, customer satisfaction, Warranty Costs and Repeat Business.

COURSE CONTENT

- Reliability, Statistical Methods Introduction Definitions and concepts
- Introduction to Reliability Engineering
- Reliability Modeling, Prediction, Testing and Life Data Analysis
- Maintainability Analysis, Availability Studies -RCM introduction

METHODOLOGY

- Project assignment
- Class - Room Training
- Group Discussions
- Case Studies
- Project assignments

TARGET AUDIENCE

- System & Design Engineers
- Quality & Reliability Professionals/Engineers Production & Maintenance Managers / Engineers

LEAN MANUFACTURING TOOLS

INTRODUCTION

Lean manufacturing is a systematic approach for identifying and eliminating waste in operations through continuous improvement, reducing the cost of operating the system and fulfilling the customer's desire for maximum value at the lowest price.

COURSE CONTENT

- Lean Manufacturing
- Elements of 5S
- Visual Management, Quality Tools
- Effective Waste Elimination (3M)
- FMEA, Value stream mapping, JIT Single
- Piece Flow, Pokka -Yoke, 5S & KAIZEN and SMED

GEOMETRICAL DIMENSIONING & TOLERANCING (GD&T)

INTRODUCTION

- Geometric Dimensioning and Tolerancing (GD&T) is the universally accepted method of communicating part requirements on engineering drawings
- Geometric dimensioning and tolerancing (GD&T) is used to define the nominal (theoretically perfect) geometry of parts and assemblies

COURSE CONTENT

- Introduction,
- Concepts (Limits, Fits & Tolerance)
- Types of Tolerances
- Tolerancing methods
- Hole Basis & Shaft Basis
- Statistical Symbols - Capability & Stat Tolerancing
- Orientation Tolerances
- Position Tolerances
- Cost v/s Tolerance

METHODOLOGY

- Class room training
- Group discussions
- Case study presentation
- Exercises, Q&A session Role play and Quiz

TARGET AUDIENCE

Design engineers, personnel from design department, production plan, QA engineers, inspectors, machinists, supplier quality personnel, process, quality control engineers, executives from manufacturing sector etc.

- Increases product consistency
- Improves product quality
- Decreases scrap and rework defects
- Increases production output

TARGET AUDIENCE

- QA Engineers
- Process design engineers
- Inspectors, machinists, quality personnel

IMPLEMENTATION OF STATISTICAL PROCESS CONTROL (SPC)

INTRODUCTION

- Statistical Process Control (SPC) is a method of monitoring processes and process variations.
- Application of SPC methods ensures that machines will operate at its full potential to produce conforming product.
- SPC method in manufacturing helps to identify causes for process variations and resolve them. Process variables may include scrap, inconsistent raw materials, downtime on equipment etc.

COURSE CONTENT

- Concept of Variation
- Cp, Cpk, Pp & Ppk calculation
- Variable/ Attribute control charts
- Process Capability evaluation

5 S & KAIZEN

INTRODUCTION

- 5S will improve safety, quality, costs, delivery time and improve customer service.
- A Well-organized workplace results a safer, more efficient, and more productive operation. It boosts the morale of the workers, promoting a sense of pride in their work and ownership of their responsibilities

COURSE CONTENT

- 5S Introduction
- Understanding the origins of Kaizen
- Basic Problem solving etc.

BENEFITS

- Increase in Productivity and Quality
- Establish continuous improvement plans and programmes
- Total Employee Involvement (TEI)
- Reduction in rejection and rework
- Maintains discipline and improve morale
- Educate and train employees to enable them to make improvements with emphasis on its importance

TARGET AUDIENCE

- Managers and Supervisors
- QA Engineers
- Machinists
- Process/ Quality control engineers
- Executives from manufacturing sector
- Trainees

TOTAL PRODUCTIVITY MAINTENANCE (TPM)

INTRODUCTION

- In TPM, the machine operator is thoroughly trained to perform much of the simple maintenance and fault - finding.
- Autonomous Maintenance ensures appropriate and effective efforts which are expended after the machine becomes wholly the domain of one person or team

COURSE CONTENT

- Awareness on TPM
- Tools and techniques
- Deployment guidance with case studies

BENEFITS

- Implementation support from TPM Experts

PROGRAMME STRUCTURE

- One day awareness
- Two days deployment   seminar
- Training and consultancy services for implementation process

BENEFITS

- A comparison of one measuring equipment against another
- A method for evaluating gages that are suspected to be deficient
- A method to evaluate the efficacy of repairs on measurement equipment
- A criterion for accepting new measuring equipment
- A must for calculating accurate process variation
- For developing the gauge performance curve

METHODOLOGY

- Class room training
- Group discussions
- Case study presentation
- Exercises, Q&A session

TARGET AUDIENCE

Standard Room Engineers, Gage Calibration Persons, Personal who works in Shop Floor, QA Engineers

GR&R (REPEAT AND REPRODUCIBILITY) AND MSA (MEASUREMENT SYSTEM ANALYSIS)

INTRODUCTION

- GR&R- is a Measurement Systems Analysis technique which uses Analysis of Variance (ANOVA) random effects model to assess a measurement system
- GR&R concept will help to assure stabile measurements where a single person gets the same results each and every time they measure and/or collect data measurements.
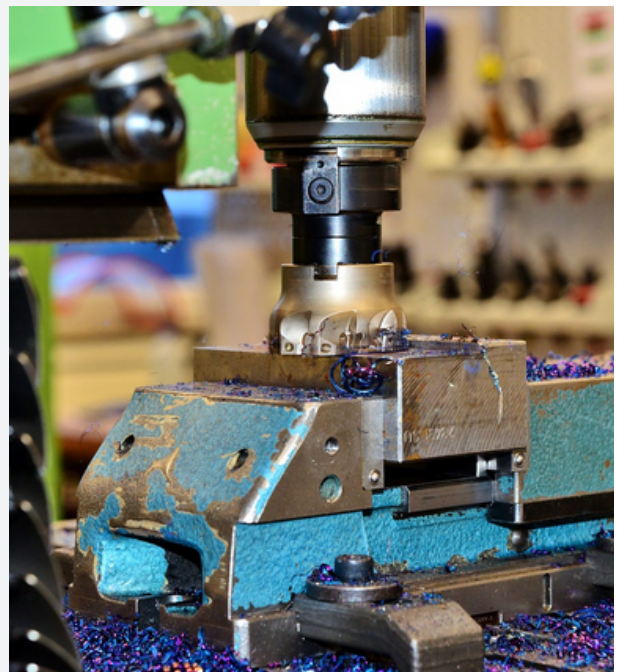
VALUE ANALYSIS / VALUE ENGINEERING & WASTE ELIMINATION

INTRODUCTION

'Value Engineering is a systematic approach to the investigation of the Function/Cost aspect, thereby reducing "Manufacturing Cost" with no compromise in the Functional aspects. Review waste in manufacturing, and Develop alternate measures of accomplishing the necessary at LOWER TOTAL COST and help the Organization to improve the bottom line and stay competitive in the Global market. Waste Elimination is one of the most effective ways to increase the Profitability of any Business. Processes either add "VALUE" or "WASTE" (NoValue) to the Production of Goods/Services.

BENEFITS

- Participants will be able to learn how to define and segregate the necessary and unnecessary costs.
- Organizations whose MARGINS are under pressure, will find the course beneficial.

METHODOLOGY

- Class - Room Training
- Group Discussions
- Case Studies
- Project assignments

TARGET AUDIENCE

Managers, Engineers & middle management from Production, Quality Assurance, Inspection & Testing, Design & Development and other related functions
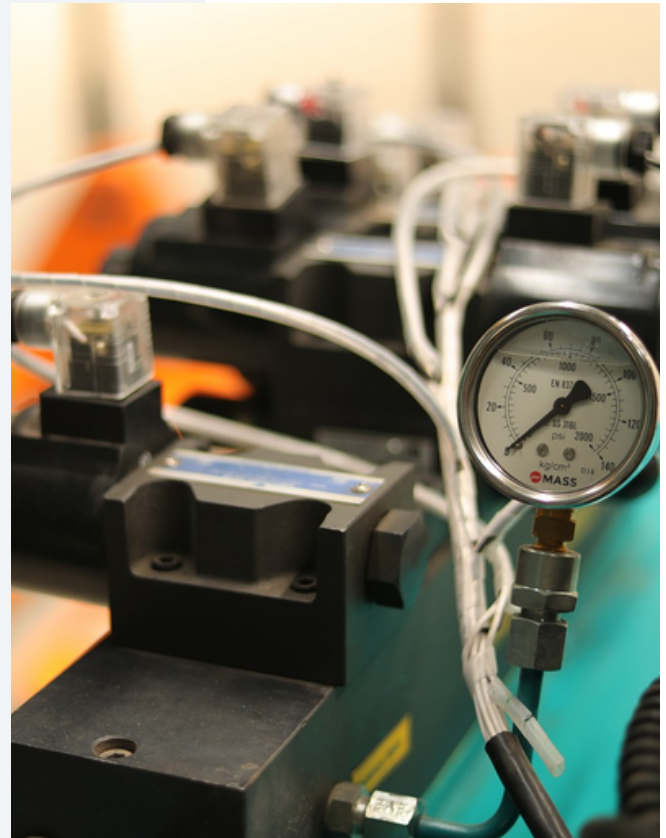
LOW COST AUTOMATION (LCA) & QUICK CHANGE OVER TECHNIQUES (QCO)

INTRODUCTION

Low Cost Automation is a technology that creates some degree of automation around the existing equipments, tools, methods and people using mostly standard components available in the market.

BENEFITS

- Investment required is low, hence risk involved is low. Automation is tailored around the existing machines with the people involved; hence the changes are gradual, smooth and very cost effective. Etc.
- Increased Time Available for Production
- Smaller Batch Sizes
- Facilitates Sequential Production
- Increased flexibility of Production
- Reduced Inventory

METHODOLOGY

- Class room training
- Group discussions
- Case study presentation
- Exercises,Q&A session

TARGET AUDIENCE

Senior Technical personnel, Managers, Engineers, R&D, Design & Development, Process planning, Application Engineering, Quality Assurance
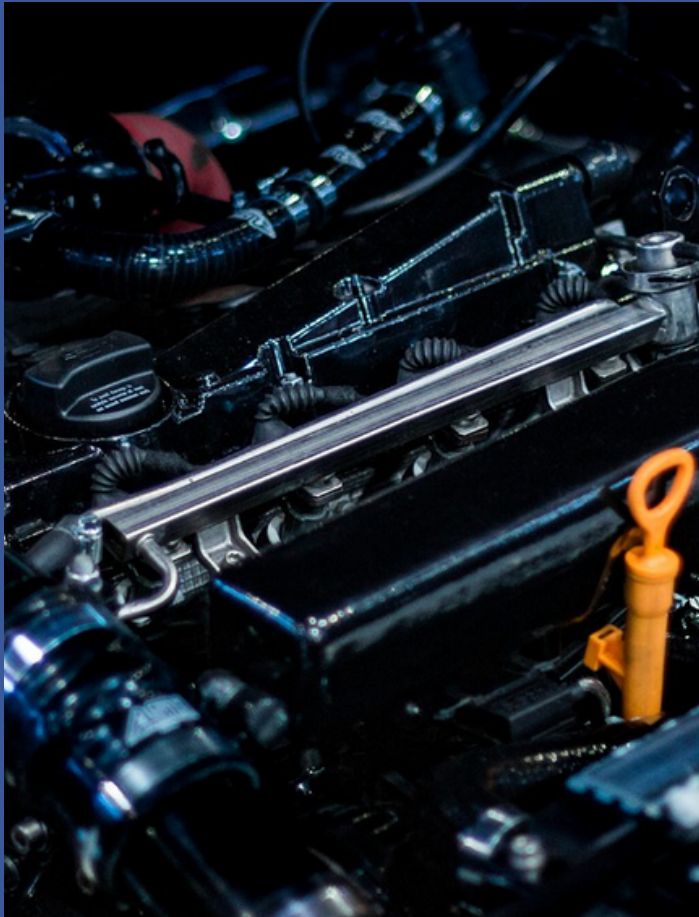
KAIZEN BLITZ

INTRODUCTION

"KAIZEN BLITZ" is a combination of the Japanese Word KAIZEN for "Continuous Improvements" and the German Term BLITZ for "LIGHTNING"- It means" Lightning Fast Improvement".

FOCUS AREAS

- Kaizen Blitz: what it is? Why use it?
- Philosophy and Approach and Kaizen Tools
- Process Map and Process Walk through
- Waste Identification and Systematic Elimination (WISE Concept)
- Identification of Problems, DATA collection, analysis and Workable solutions
- PDCA Approach - Small group Activity

BENEFITS

- Process of running a Kaizen workshop.
- Awareness of concepts of Kaizen principles, tools etc.
- Identifying target Processes and improve them by empowering the work force with education, training
- Promote a change in thinking by providing tools and techniques of Kaizen.

TARGET AUDIENCE

CEOs / Managers, Engineers and middle management. Production, Quality Assurance, Maintenance, Inspection & Testing, Design & Development and other related functions from Machine Tool, Automobile & Auto Ancillaries, Tool Rooms, Aerospace, Defense and Railway establishments, General Engineering and other Capital goods manufacturing industries and Process Industries.

- Class room training
- Group discussions
- Case study presentation
- Exercises,Q&A session

TARGET AUDIENCE

Practicing Senior Managers with Engineering/ Science background who have worked across supply chain with shop-floor experience from manufacturing companies. Functionaries from Marketing, QA, Design, Vendor Development, Production, Production engineering, TQM coordinators, Management Representatives and steering committee members.

LEAN FOR WORLD CLASS MANUFACTURING

INTRODUCTION

Lean is a systematic approach for identifying and eliminating waste in operations through continuous improvement, reducing the cost of operating system and fulfilling the customer's desire for maximum value at the lowest price. In order to learn acquiring skills on Value Stream Mapping (VSM) and learn how to eliminate (MUDA) in the plant and in the value chain.

COURSE STRUCTURE

This workshop is specifically designed to introduce the concepts of LEAN IMPLEMENTATION and help translate theory into best practices.
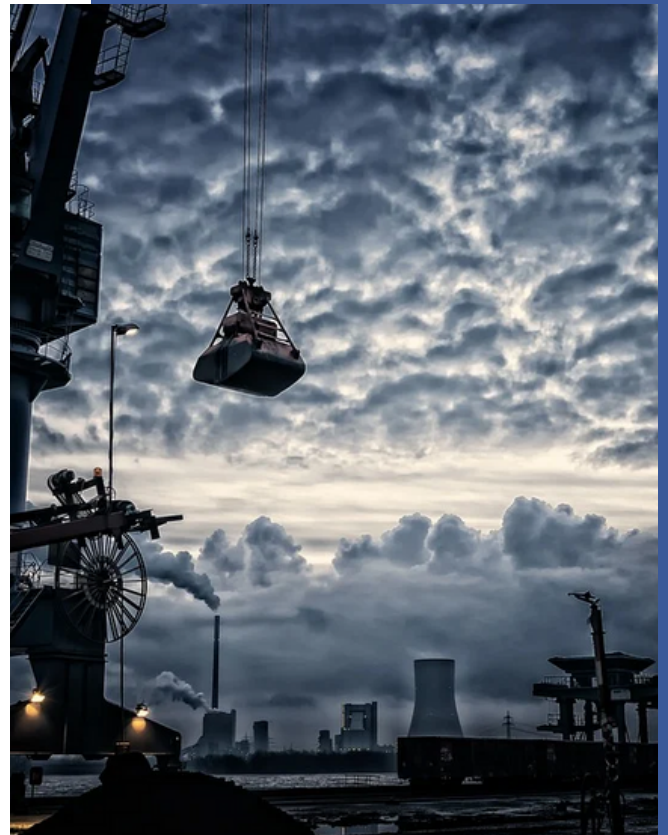
GLOBAL 8D PROBLEM SOLVING METHOD

INTRODUCTION

- To Understand the problem in Totality
- To identify potential causes of the problems
- To identify the root causes of the problems using various tools
- To explore the control systems

COURSE STRUCTURE

- Historical background & why "8 D"?
- Explanation of the Terminology / Steps
- Description of the Problem
- Breakout. Root Cause from Potential Causes, Simulation
- Corrective & Preventive Actions - Co Relating with FMEA's Decision Matrix
- Discussions on Team's Cases, Suggestions and QA Session

METHODOLOGY

- Class - Room Training
- Group Discussions
- Case Studies
- Project assignments

TARGET AUDIENCE

- Production Engineers,
- QA Engineers,
- Inspectors,
- Machinists,
- Supplier Quality personnel,
- Process Design Engineers,
- Quality Control Engineers.

LEAN SIX SIGMA BLACK BELT

INTRODUCTION

Six sigma is an initiative to reduce process variations and wastes in the Organizations. Six sigma applied for manufacturing processes helps in eliminating the following wastes that normally occur

- Rejections which include scrap and rework
- Customer complaints
- Field failures
- Optimize processes to improve productivity and reduce manufacturing costs in terms of energy consumption
- To decide the correct tolerancing on the product and avoid over or under tolerancing

CONTENTS

Define & Measure
- Introduction to BB Training, DMAIC and 6 Sigma

- Organization structure for effective implementation
- Focusing projects & Introduction to Design of Experiments (DOE).
- DOE Tools
- Lean Tools for Define & Measure Phase

Analyze & Improve
- Determining Root Cause
- Hypothesis Testing
- Lean tools for Analyze phase
- Solution Selection

Improve &Control
- Lean tools for improve phase
- Control methods
- Project reviews
- Lean tools for control phases

COURSE STRUCTURE

Based on Six Sigma tools and techniques, two projects should be finished by the participants between Module 1 and Module 4

TARGET AUDIENCE

Person who knowledge in the manufacturing process, Process Engineers / Maintenance Engineers, Quality Control Engineers / Executives, Supervisors / Product and Process Engineers, Senior Executives from manufacturing and / or design process (only for BB)

QC TOOLS FOR CONTINUOUS IMPROVEMENT

INTRODUCTION

To de velop and improve the knowledge levels, learn the right implementation of QC tools through case studies and get experienced in the working area. The course will show the participants the basics of team work and problem solving and how the 7QC tools are used in problem solving

COURSE STRUCTURE

- Introduction to Quality
- Problem definition
- Importance of Q Tools
- Flow Diagram, Brain Storming, Pareto Diagram
- C-E Diagram
- 5Why Analysis, 5W & 2H analysis
- Normal Distribution, Control Charts, Run charts / Trend Charts, Radar Diagram
- PDCA, PDSA Cycle, 3P Analysis - Predict, Prevent, Protect,Exercises - Individuals/Group
- Quiz, Session, Test, Conclusion

BENEFITS

The course will show the participants the basics of team work and problem solving and how the 7QC tools are used to excel in stands for survival and improve the bottom line. The Tools used are basic simple tools and any one can apply for systematic problem solving for any functions, not only for Quality departments.

TARGET AUDIENCE

Production Engineers, QA Engineers, Inspectors, Machinists, Supplier Quality personnel, Process Design Engineers, Quality Control Engineers, Executives and Process Owners from Manufacturing units etc.

METHODOLOGY

- Class room training
- Group discussions
- Case study presentation
- Exercises,Q&A session

TARGET AUDIENCE

- Process Engineers
- Quality Controln Engineers
- Supervisors
- Product and Process designers
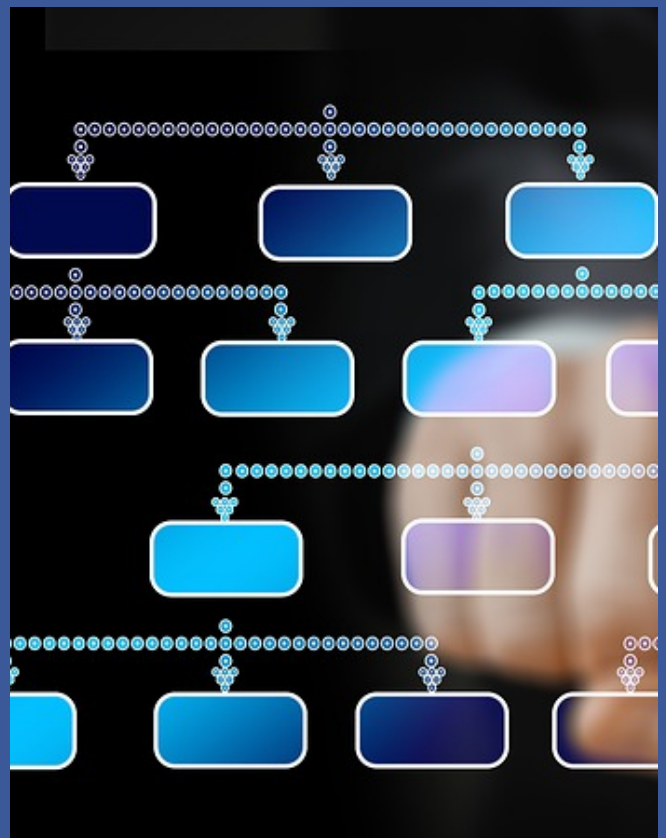
VARIATION ANALYSIS AND CONTROL CHART IMPLEMENTATION

INTRODUCTION

- Skill in analyzing the variations in the parameters from the manufacturing process
- Skill in how to control and steer the process using statistical parameters (X-bar and Range)

COURSE STRUCTURE

- Introduction to DASR method
1. Steps involved (Process flow, FMEA and Control Plan)
2. How to do this during New Product development (APQP)
- Step - 1 - Defining the Process
- Step - 2 - Analyzing the Process
- Step - 3 - Standardize the Process
- Step - 4 - Review the Process.
- How to use FMEA in the Customer Complaint, Handling Process (CCHP)

TOTAL SAFETY MANAGEMENT @ SHOPFLOOR/PRODUCTION AREA

INTRODUCTION

Safety is the state of being "SAFE". Total Safety Management is about preventing injury and illness. This should be applicable to all the employee's in an organization, contractors, visitors and any person available in work place (GEMBA). Work place safety is a serious concern for any organization. Work place Safety ranks high on the list of goals for most work places. Organizations should care about their employee's safety.

COURSE STRUCTURE

- Promoting and rewarding safe practices at work place
- Safety concepts , theory and Training
- Follow and enforce safety measures,usage of PPEs(personal protective equipment's) to improve safety and reduce risks
- Prevent the accidents by following 'Safety Engineering' principles
- Create a safe and productive work place
- Analyze the causes for serious injury to employees or loss or severe damage to equipment
- Safety policy ,Safety committee ,Safety Audit and Safety Kaizens
- Case studies and Examples

BENEFITS

Clean and safe work Place, Reduction in lost time injury frequency, Reduction in medical treatment injury frequency(beyond first aid care), Reduction in sick days used, Lower workers' compensation costs, Lower medical benefits payments,High morale of employees

TARGET AUDIENCE

Senior Technical personnel, Managers, Engineers, R&D. Tool room Operators, Quality Assurance, Machine operators, Maintenance Engineers (Electrical & Mechanical), officer (Fire& Safety),.

PROJECT MANAGEMENT PROFESSIONAL (PMP)

INTRODUCTION

- Learn about the five processes and nine knowledge areas of project management outlined in the PMBOK®
- Learn the Roadmap to PMP examination
- Be able to advance in your job with a proven level of competency, and your value to your organization
- Be able to manage projects better and be able to manage program and portfolio management and help to achieve organization's business objective.

CONTENTS

- Project Management Overview
- Project Management Context, Framework and Processes
- Project Time, Cost & Quality Management
- Project Human Resource Management
- Project Communication Management
- Project Risk Management
- Project Procurement Management

METHODOLOGY

- Class - Room Training
- Group Discussions
- Case Studies
- Mock Test
- Road to Success - Project Management Course Material
- After training Support
- On-Line Web Examination (90 days access to www.myqhub.com)

TARGET AUDIENCE

- Professionals interested in Project Management Experience across any industry
- Middle or senior level managerial level people
- Project Leads / Project Managers
- PMO Officer, personal from senior management from any industry
- Individuals who wish to undergo a formal training program on the PMBOK®.

BUSINESS EXCELLENCE WORKSHOP

INTRODUCTION

Business excellence is the use of quality management principles and tools in business management systematically, with the goal of improving performance based on the principles of customer focus, stakeholder value, and process management. Some of the tools used are the balanced scorecard, Lean, the Six Sigma statistical tools, process management, the Baldrige Criteria for Performance Excellence and project management.

COURSE STRUCTURE

- Define Excellence across the organization.
- Develop an integrated approach for achieving sustainable competitiveness.
- Measure Progress on the journey towards Excellence.
- Review and improve strategy, Processes and Performance.
- Identify and share good practices.
- Provide learning opportunity to develop business Leader.

METHODOLOGY

Concept & Practical Sessions, Class room training, Group discussions, Case study presentation, Exercises, Q&A session

BENEFITS

Provides a holistic framework that enables organizations to assess how well they manage this complex, multi-stakeholder-driven operating environment.

TARGET AUDIENCE

Managers / HOD's from Manufacturing / HR/ Administration, Business Development / Operations/ QA or QC Dept. Process Managers/ Owners, Project

- Success criteria/measures for efficiency and effectiveness
- Action planning for restructuring and improving processes

## METHODOLOGY

- Class room training
- Group discussions
- Case study presentation
- Exercises,Q&A session

TARGET AUDIENCE

- Managers / HOD's / HR / Administration
- Business Development / Operations / QA or QC Dept. Process Managers/ Owners, Project Managers / Department
- Managers / Functional Managers
- Quality Assurance Team / Practitioners
- Senior Executives from Business Excellence / TQM

BUSINESS PROCESS MAPPING & IMPROVEMENT

INTRODUCTION

- Business process mapping and improvement is a frame of reference to determine the strengths and weaknesses of the current business process in an organization and improve the same.
- Business Process Mapping and Improvement helps identify and eliminate non -value adding activities in the business - typically eliminates the complexity of organizational/bureaucracy by ensuring customer focus.

COURSE STRUCTURE

- Business Excellence and Process Improvement
- Identifying and involving stakeholders
- Facilitation skills required for identifying and ensuring improvement
- Identifying non - value added activities

STRATEGY DEPLOYMENT AND PERFORMANCE MEASUREMENT USING BALANCED SCORECARD

INTRODUCTION

- The Balanced Scorecard is a framework that helps organizations translate strategy into operational objectives that drive both behavior and performance.
- Objectives would be defined across four perspectives - Financial, Customer, Internal Processes and Learning & Growth

COURSE STRUCTURE

- Balanced Scorecard Introduction
- Balanced Scorecard development process
- Balanced Scorecard implementation
- Four perspectives - The Concept of Balanced Scorecard etc.

BENEFITS

- Appreciate the value and need for balanced scorecard
- Building and implementing the balanced scorecard
- Team Workout for deployment of BSC at Departmental Level
- Overview to the Balanced Score Card methodology

TARGET AUDIENCE

- Senior Manager officials
- Project & delivery Managers
- Human Resource Managers
- Business Development Managers
- Management Representatives
- HR Executives etc.

TRAINING ON HUMAN RESOURCE MANAGEMENT

INTRODUCTION

- To understand the concepts, effective usage of tools and implement an effective HR Management systems.
- Addresses the human capital as a critical role in firm's viability in the knowledge economy

COURSE FOCUS

Develop the core human resources management skills and competencies

BENEFITS

- Provides an understanding of the human resources management framework.
- Provides insights on how to develop strategies, initiatives and programs to introduce and sustain competitive HR advantage in organizations
- Focuses on management best practices, tools and models to implement an effective HRM system
- Emphasizes the value of strategic Human Resources management in business performance with focus on organization design, change and development.

TARGET AUDIENCE

- Human Resources Managers
- Recruitment & Development Managers
- Project Managers, Entrepreneurs, and Human Resources Management Consultants.

TEAM BUILDING SKILLS

INTRODUCTION

To enable participants use tips, techniques and strategies to manage team effectively. Participants will understand and appreciate the essentials of a winning team as well as tools / techniques that help winning teams avoid conflict and stay together.

FOCUS AREAS

- Empowerment of teams synergy.
- Team values, respect, focus, communication, Self-reliance, commitment, leadership and trust.
- Johari window model.
- Selection, Bonding, Development, Optimizing performance, Assessment, Managing virtual teams

METHODOLOGY

- PPT Presentation
- Exercises: Word enumerator working in a team.
- Activities:
1. Team Think (Coming together)
2. Team Think (Resolving conflict & staying together)
3. Team Think
- Games: know your dice

LEADERSHIP TRAINING

INTRODUCTION

To enable participants understand the concept of leadership and develop a strong desire to be a great leader.

COURSE FOCUS

- Why Leadership.
- The be know-DO Model of Leadership
- BE-Character
- BE-Ethics BE-Values - (Corporate & Personal)

METHODOLOG

Instructor-Led training (ILT) with discussion; PPT; Learning -buddy exercises and self exercises

TARGET AUDIENCE

- Managers and above

CHANGE MANAGEMENT

INTRODUCTION

- To enable participants understand some of the internal and external forces that drive change in an organization and also why it is critical to adopt to change.
- Acquire Behavioral change and adopt right mind set for being effective

FOCUS AREAS

- Why change?
- Benefits of Change, response of change, Managing change effectively.

- Why Change fails?
- Phases of Change and Sequence of Change
- Flexibility, Adaptability, Empathy, responsiveness, Commitment

METHODOLOGY

- Instructor-Led power point including open-ended questions for eliciting objectives
- Activity
- Case Studies
- Exercises
- Team Thinking Activities
- Movie Clips

TARGET AUDIENCE

- Managers and above

- Effective and result oriented Marketing Management
- Human needs
- Product knowledge
- Use of the Value
- Exchange and Transaction

BENEFITS

- Participants learn how to analyze data, marketing trends, and consumer needs.
- Communicate effectively through written and oral skill
- Knowledge on marketing strategies that will help to meet and exceed targets

TARGET AUDIENCE

- Marketing executives/ middle level managers
- Personnel form Purchase / HR / Sales etc..

TRAINING ON MARKETING MANAGEMENT

INTRODUCTION

Marketing has become an increasingly important element for business success in an ever changing business environment

COURSE FOCUS

- Marketing vs. Sales
- Market Analysis - finding out Customer segments
- Customer Interactions
- Effective communication
- Marketing Concepts
- The Market

WORK PLACE IMPROVEMENT TECHNIQUES

INTRODUCTION

- The goal of the WPIT program is to markedly increase production while, at the same time, increasing employee morale and job satisfaction.
- The program closely resembles the popular Employee motivational and involvement program.

COURSE CONTENT

- Basic concepts
- Necessity of Improvement and Employee Involvement

- Definition of productivity and its Achievements
- Steps & Tools for efficiency improvement
- Improvement Program for realizing zero failures

METHODOLOGY

- Class room training
- Group discussions
- Exercises, Q&A session

TARGET AUDIENCE

- Supervisors
- Technical support staff
- Personnel in the manufacturing & engineering sectors.

GOOD SHOPFLOOR PRACTICES FOR MANUFACTURING EXCELLENCE

INTRODUCTION

- In today's competitive environment, organizations must practice good manufacturing techniques for achieving zero defects, high quality products, delivery, safety, morale and productivity.
- Productivity is the most important which need to be attained at the utmost level.
- In order to achieve this excellence level, practical training and hands-on sessions are required for shopf loor professionals.

COURSE FOCUS

- 5S work place management

- Waste elimination
- Problem Solving Tools
- Measurement System Analysis (MSA)
- GRR study
- Process Capability /Machine Capability studies
- Process Audits
- Engineering metrology
- Training of new employees on shop floor
- Poke Yoke Techniques
- PPAP production part approval process

METHODOLOGY

- Class room training
- Group discussions
- Exercises, Q&A session

TARGET AUDIENCE

Personnel from Production, QA Engineer, Inspectors ,Machinists, Supplier, Quality personnel, Process Design, Engineers, Quality, Control Engineers, Executives and Process Owners from manufacturing units etc.

DESIGN OF EXPERIMENTS (DOE) - SHANIN TOOLS

INTRODUCTION

- Problem Resolution & Corrective actions will be effective only if the Actual Root Cause is identified.
- Shainin DOE Tools helps in pinpointing towards the root cause and also validate the same
- DOE can be used for tolerancing during the New Product Development

APPLICATIONS

- Problem Solving
- Process Qualification / Revalidation
- Product Design / Redesign
- Process Optimization

BENEFITS

- Chronic problem solving
- Reduction of variation in process parameters and elimination of defects
- Steep reduction in cost of poor quality
- Increase in field reliability of the products
- To achieve zero defect

TARGET AUDIENCE

- Production Engineers / Managers
- Quality Engineers / Managers
- Design Engineers / Managers

- Defining the scope of the Product development process
1. Product design responsibility
2. Process design responsibility
3. Application engineering
- Best APQP practices to be implemented in the Product development process
- Manufacturing feasibility reviews
- Risk analysis
- Development planning using APQP status reporting method
- Product design optimization
- Process design optimization
- FMEA Process and Product approval (PPAP)

METHODOLOGY

- Class room training
- Group discussions
- Exercises, Q&A session

TARGET AUDIENCE

Product Development Managers, Process Engineers, Quality Control Engineers, Marketing/Sales Engineers, Product and Process Engineers

NEW PRODUCT DEVELOPMENT USING APQP PRACTICES

INTRODUCTION

- Advanced Product Quality Planning (or APQP) is a framework of procedures and techniques used to develop products in industry, particularly the automotive industry
- APQP serves as a guide in the development process and also a standard way to share results between suppliers and automotive companies.
- APQP specify three phases: Development, Industrialization and Product Launch.

COURSE CONTENTS

NEW PRODUCT DEVELOPMENT PROCESS

INTRODUCTION

by an effective New Product Development (NPD) .The success or failure of a product in the market is determined much before its actual launch and is enabled by Process. Structured requirements development techniques help capture and translate the right product requirements into technical specifications. It also mandates a structured approach to planning, development gates during execution

including Go/No Go decision points and pro-active risk management. Technical activities are enabled by tools like DFMEA and Dfx Last but not least, activities during product testing and post market introduction like field monitoring help address teething problems, including customer perception management.

COURSE CONTENTS

- Strategic Perspective and cross functional interfaces for NPD
- Portfolio Management of NPD projects
- Measures of NPD success
- Key Phases in Product Realization
- Proactive Risk Management (Project and Product)
- Overview of Key Tools that enable NPD-Market Research, VOC/VPH,DfX ,DFMEA
- Product Launch Evaluation & Field Monitoring

BENEFITS

Aligning the NPD process to fit into the larger context of the organizational strategy and business needs is a key take away. Seamlessly anticipating and addressing execution issues with the involved stakeholders, in line with the product road-map is another learning. Key points to ensure harnessing the support from Senior Executive Team and effectively liaisoning with the functional teams would be discussed.

TARGET AUDIENCE

Business Leaders, Business Managers, Program Managers, Product Managers, Project Managers, Marketing Managers, Quality and R&D professionals who desire to enable their organizational journey towards successful NPD and robust product realization practices in order to ensure a competitive edge enabling their business growth.

VARIATION ANALYSIS AND CONTROL CHART IMPLEMENTATION

INTRODUCTION

- Analyze the manufacturing process for effective controls using FMEA and Control plans
- How to foresee the failure modes in the process and take preventive actions

COURSE FOCUS

- Introduction to DASR method
- Steps involved (Process flow, FMEA and Control Plan)
- How to do this during New Product development (APQP)
- Step - 1 - Defining the Process
- Step - 2 - Analyzing the Process
- Step - 3 - Standardize the Process
- Step - 4 - Review the Process
- How to use FMEA in the Customer Complaint Handling Process (CCHP)

METHODOLOGY

- Class room training
- Group discussions
- Case study presentation
- Exercises, Q&A session

TARGET AUDIENCE

- Process Engineers
- Quality Control Engineers
- Supervisors
- Product and Process designers

SIX SIGMA GREEN BELT

INTRODUCTION

- Six Sigma methodologies will improve the quality of process outputs by identifying and removing the causes of defects (errors) and minimizing variability in processes.
- It uses a set of quality management methods and creates a focused group (Green Belts) who would be experts in Six Sigma methods in your organization.
- This in-depth and unique course will help to get process efficiency, multi skilled workforce, and customer satisfaction.

COURSE CONTENTS

- Introduction to GB Training, 6 sigma DMAIC and Lean
- Basic Statistics, Process Stability & Capability Tools in Measure & Analyze
- Phase
- Determining Root Cause
- Designing Experiments and Collecting Data effectively
- GB Soft Skills
- Tools in Improve & Control phase

COURSE STRUCTURE

- This course will be in two modules with a total of 5 training days.
- The 1st module comprises of 3 days, followed by the 2nd module comprising of 2 days.
- There would be with a gap of about a month between modules to ensure that a project is selected and completed using the learning of Module 1
- Participants who attend the first module should attend the second module

TARGET AUDIENCE

Personnel from Production, QA Engineers, Inspectors, Machinists, Supplier Quality personnel, Process Design Engineers, Quality Control Engineers, Executives and Process Owners from manufacturing units etc.

COMPETENCY MAPPING & HR AUDIT SEMINAR

INTRODUCTION

Create awareness on this latest and powerful H R tool. Build the skills, participants would require to do competency mapping independently. Help the participants to understand the current Performance Management System of their organization and to make it more effective by measuring current performance against clearly defined competency levels for each position and to recommend appropriate Developmental interventions.

CONTENTS

- Introduction to Competency
- Steps in Competency Mapping Deriving Competency
- Proficiency Level
- Preparation of Competency Dictionary
- Competency based H R Management.
- Advantages of Competency Mapping

- Class room training
- Group discussions
- Case study presentation
- Exercises, Q&A session

TARGET AUDIENCE

- HR Managers
- HR Executives

- An Overview of Personality & Self Analysis
- Communication Management & Public Speaking
- Presentation techniques & Body Language
- Group Discussion
- Lateral thinking
- Practicing Professionalism
- Career Building Skills

BENEFITS

- Overall Personality development
- Increased level of self-confidence.
- High Morale.

TARGET AUDIENCE

- Common to all professionals

SOFT SKILLS TRAINING

INTRODUCTION

The ultimate competency building is in the personal ability. Having this in mind we have designed a short term course for imparting training for the students and as well for working professionals in competency Building.

COURSE STRUCTURE

SUPPLY CHAIN MANAGEMENT (SCM)

INTRODUCTION

Supply Chain Management (SCM) is often described as one of the most powerful sources of competitive advantage for firms in recent times.

COURSE CONTENTS

- Inventory Management
- Supply Chain Game.
- Managing Products with Short Lifecycles
- Marketing Issues impacted by SCM
- Supply Chain Integration
- Distribution Strategies
- Strategic Alliances
- Supply Chain Procurement
- Outsourcing Strategies
- Logistics and Risk Management

TARGET AUDIENCE

Operational level and Middle level personnel from Logistics & Supply chain companies.

Supply chain team members from Corporate companies, Executives from supply chain, logistics, procurement, purchase, materials, transportation, distribution, warehousing functions and service providers.

TRAINING ON CUSTOMER CARE

INTRODUCTION

To provide an understanding of the necessary skills and the personal motivation to provide excellent customer service.

COURSE STRUCTURE

- Benefits of quality service to client
- Key criteria for achieving good customer service
- Recognizing customers
- Interactions (professionally and confidently) with customers
- Recognizing customer needs and fulfilling their expectations
- Effective rapport with customers
- Handling complaints and ownership for action
- Retaining the existing customer
- Communication
- Teamwork to resolve issues
- Areas of improvement

BENEFITS

- The participants will be better able to identify the customer's requirements
- Will solve problem effectively for a customer
- Learning's on how to retain a customer

TARGET AUDIENCE

Managers / HOD's from Manufacturing / HR/ Administration, Business Development / Operations/ QA or QC Dept. Process Managers/ Owners, Project Managers / Department, Managers / Functional Managers, Quality Assurance Team /Practitioners, Senior Executives from Business Excellence /TQM

TRAINING ON SALES AND DISTRIBUTION MANAGEMENT

INTRODUCTION

This course will offer in-depth exploration of concepts and practices in the fields of Channel Management in order to equip the participants with specialized insights and skills.

METHODOLOGY

- Class room training
- Group discussions
- Case study presentation
- Exercises,Q&A session

TARGET AUDIENCE

Sales Professional, Channel market agencies, Business development executives etc.

INTRODUCTION AND COURSE OVERVIEW- VALUE STREAM MAPPING.

INTRODUCTION

The objective of the Workshop is to understand the complete process for preparation of Current State Map. For this the team should identify a particular product and then we shall follow that product right from Raw Material Stage to Finished Goods stage. The complete Lead Time for that particular product shall be calculated by observing the process stage by stage. We would call this as time taken from 'Gate-IN' to 'GateOUT' or 'Truck-IN' to 'Truck-OUT'

COURSE CONTENTS

- Introduction and understand expectations
- What is VSM?
- What is Value Addition?
- Understand Material Flow and Information Flow
- Value Added Vs Non-Value Added activities
- Example of VSM
- Understand VSM Symbols
- 7-Wastages
- Current and Future State Maps
- Value Added Percentage

LEARNING OBJECTIVE

- Prepare Current State Value Stream Map for their process
- Calculate Value Added Percentage
- Identify wastages
- Identify Improvement Opportunities
- Undertake Projects to improve Value Added Percentage.

TARGET AUDIENCE

Senior and middle management level persons of Production, Production Engineering; Quality Control, Supply Chain; HR; Finance; IT and Marketing.

INTERNAL AUDITOR TRAINING FOR OCCUPATIONAL HEALTH & SAFETY (OH&S) MANAGEMENT SYSTEM (ISO 45001:2018)

INTRODUCTION

- Occupational Health and Safety Management System auditing is a process that assesses the level of implementation and thus has becomes a great tool for improvement to enable an organization to improve its OH&S performance in the enhancement of health and safety at work.
- In the modern world, trained manpower for internal auditing on Occupational Health and Safety Management System has become crucial and extremely important and this will be a great opportunity for you to learn and get trained.
- This internal auditor course will be a blend of training sessions, exercises and group discussions coupled with learning to achieve its objectives.

- Revision history
- High Level Structure
- Identical Text and Common Terms and Definitions
- ISO 45001:2018
- Correspondence between OHSAS 18001:2007 and ISO 45001:2018
- Societal Expectations
- AIM of OHS Management System
- OHS Management System Model
- Success Factors

TARGET AUDIENCE

- Management representatives.
- Environmental and Occupational Health and Safety Professionals.
- Executives from organizations willing to implement, maintain and improve OH&S Managers (in middle and senior management) who are actively involved in the development, maintenance and internal auditing of existing / proposed EMS and OHSAS Management System

IRIS PROJECT MANAGEMENT REQUIREMENTS FOR THE RAIL INDUSTRY

INTRODUCTION

Indian Railway supply chain companies are often overwhelmed by the high demands of IRIS (ISO/TS 22163:2017) project management requirements. During this course we will show you how to initiate projects with the right sense of proportion, as well as how to plan and carry out projects, and how limited resources should be used efficiently. Through this course you will learn how to meet the requirements of IRIS (ISO/TS 22163:2017) , without major additional investments, and how to minimise project risks.

COURSE STRUCTURE

- Tender management.
- Linkages of Tender management with Project Management.
- Project management Planning.
- Stages of Project managements.
- Project Review and gates process.
- Project Risk and Opportunity Management
- Various aspects to be covered during Project management.

TARGET AUDIENCE

- Top Management representative
- Marketing & Business development people dealing with Railways customers.
- Project Manager.
- Cost Controllers.
- Suppler / Vendor Development team members.
- Internal Auditors.
- Quality Managers.
- Design Managers.
- Operational Managers.

Auditor Training is designed to enhance your knowledge on how to implement and audit a compliance program with focus on Anti-Bribery Management System.

COURSE STRUCTURE

- What is bribery?
- What is ISO 37001?
- Fundamental concepts and Principals
- Standard Clauses
- Bribery and the Law
- Scenarios
- Audit Preparing, Planing and Reporting
- Summery and Exam

KEY OBJECTIVES

- Understand how to identify corruption risks which are relevant for your organization
- Understand how to effectively design and implement anti-bribery policies and processes
- Learn to plan and execute an audit to verify conformity with the ISO 37001 standard Develop auditing skills and boost anti-bribery knowledge

ENSURING ANTI-CORRUPTION COMPLIANCE THROUGH EFFECTIVE AUDIT (INTERNAL AUDIT COURSE ON ISO 37001:2016)

INTRODUCTION

Anti-Bribery Management System (ABMS) i.e, ISO 37001 enables organizations to demonstrate trust and reliability. In a rapidly changing world, bribery and corruption remain as one of the major threats to the businesses and communities. Organizations are under tremendous pressure to demonstrate trust and reliability, more than ever, to survive and grow in this changing world. Compliance Management is maturing to a high-priority agenda item of management and ISO 37001: Anti-Bribery Management System helps organizations to define an adequate framework for organizations including principles, processes and controls to manage bribery risks in a systematic manner. Our ISO 37001 Internal

MS PROJECT HANDS-ON TRAINING (ONLINE SESSION)

INTRODUCTION

An opportunity for valuable learning through On-line Session. At the end of this interactive session, participants will learn important tips and tricks in MS Project for working with user-defined views and project management techniques.

COURSE CONTENTS

- Introduction to Microsoft Project
- Creating a new project
- Calendar definition
- Task definition & Scheduling tasks
- Defining Resources
- Assigning Resources to tasks
- Analysing Resource Distribution
- Resolving Over allocation
- Optimizing Project Plan
- Performance Measurement
- Printing Views and Reports

BENEFITS

- Effective hands-on training through our web-based Live learning system.
- An opportunity to learn various methodologies to prepare excellent real time reports on various management activities by using MS Project ie. Analyse resources, check budgets, evaluate timelines and measure progress and to foresee resource requirements.
- Course will help to manage multiple tasks, submit time sheets, flag issues and risks.

TARGET AUDIENCE

Professionals /Personal working in any industry sectors or any projects will get benefit from this unique practical training session.

GOOD PROJECT MANAGEMENT PRACTICES

INTRODUCTION

Project Management techniques and understanding of good practices will help you to manage extraordinary crisis. This training session on Good Project Management Practices is a systematic process model with real time case studies, not a lengthy seminar on theoretical standards. Project Management concepts and its practical implementation process need to go hand in hand.

COURSE CONTENTS

1. Introduction about Projects and Project Management
2. Project Management Life cycle
- Project Initiation, Project Planning, Project Execution, Project Monitoring and Controlling, Project Closing

3. Project Management Plan ?
- Project Objectives, Project Scope, Assumptions and Constraints, Project WBS and Schedule Baseline
- Key Milestones and Key Deliverable, Acceptance Criteria, Cost Baseline, Project Organization Structure
- Project Governance, Key Performance Indicators, Key Risks in the Project, Project Closure Criteria
- Scope Management Plan, Change Management Plan, Schedule Management Plan, Cost Management Plan
- Resource Management Plan, Cost Management Plan, Procurement Management Plan, Stakeholder Engagement Plan
- Communications Management Plan, Risk Management Plan, Quality Management Plan Project Monitoring and Controlling
- Project Governance Meetings, Project Status Reporting,
- Risk Management: Using Risk Register, Issue Management: Using Issue Log
- Project Closing procedure.

TARGET AUDIENCE

Professionals /Personal working in any industry sectors or any projects will get benefit from this unique practical training session.

ADVANCED EXCEL TRAINING

INTRODUCTION

The 8 hrs program is designed with a lot of research and development to equip the participants with excel features, functions, and formulas to work fast and smart. Besides organizational goals can be achieved by saving a lot of TAT, boosting the confidence level among the participants, and attaining optimum satisfaction with the best take-away.

COURSE STRUCTURE

- Shortcuts in Excel
- Formula & Functions
- Custom cell formats
- Data Cleansing Tools (Filters, Sorting, Advanced Filters)
- Data Linking
- Data Summarisation & Analysis
- Graphs
- Macros (Basics + practicle)

TARGET AUDIENCE

Professionals/Personal working in any industry sectors will get benefit from this unique practical training session. This online training session is designed for any users who need to understand advanced features of MS Excel.

INTERNAL AUDITOR TRAINING PROGRAM BASED ON IATF 16949:2016 STANDARD

The IATF 16949 standard has replaced the other valid automotive standards over a period of time and Internal Auditing is a process that assesses the level of implementation and thus has becomes a great tool for improvement. In the modern world, trained manpower for internal auditing based on IATF 16949 has become crucial and extremely important and this will be a great opportunity for you to learn and get trained by a team of trained auditors.

COURSE CONTENTS

- Understanding Scope of IATF 16949
- Understanding the goal of an Organization implementing requirements of IATF 16949
- Understanding Process, Process based System, Interaction between Processes and Risk Analysis to Manage the Process (Process Mapping & Process Analysis)
- Understanding the Key Concept of Automotive Process Approach and How the requirements must be met within this Process Approach
- Understand How Requirements of IATF 16949 can be embedded in the Organization's Process Description
- Detailed Understanding on the intent of IATF 16949 Requirements
- Understanding the roles and responsibilities of an internal auditor and learning to plan, conduct and report the audit as per auditing guideline standard ISO 19011
- Internal auditing concepts & auditing skills
- Understanding on how to distinguish between Major, Minor Nonconformities and Opportunities for Improvements
- Nonconformity management for internal audit
- Learning through Case Studies & Exercises
- Written exam
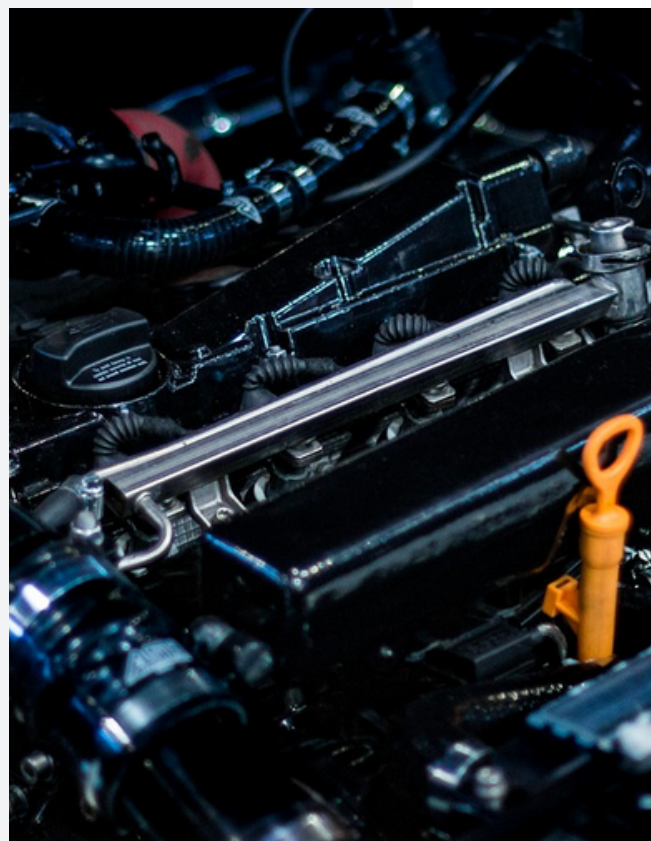
IMPLEMENTER TRAINING COURSE ON QUALITY MANAGEMENT SYSTEMS BASED ON ISO 9001:2015

INTRODUCTION

The key to sustained success of any organization depends on the effective implementation of the Quality Management System within the organization. Along with an effective implemented Quality Management System, comes myriad benefits.

Implementing a Quality Management System will help you
- Assess the overall context of your organization and
- eventually establish objectives which are in line with business goals.
- To consistently provide products / services that meet customer and applicable legal requirements.
- Put your customer first and meet their needs and enhance their satisfaction.

- Work in a more efficient way which will result in greater productivity and reduce costs.
- Expand into new markets by having an edge over your competitors.
- Identify and address risks associated with your organization.

COURSE CONTENTS

- Quality concepts and process approach - Definitions, QM principles, Annex SL – High level structure, PDCA,
- Risk based thinking, Benefits of and purpose of Quality Management System (QMS).
- Requirements of ISO 9001:2015 and mandatory documented information.
- Company's mission, vision and policy.
- Framing QMS scope statement.
- Implementing process approach requirements.
- Managing risks (Identifying and addressing risks and opportunities)
- Conducting internal audits and management reviews

TARGET AUDIENCE

Professionals who have a role in implementation of QMS, Persons responsible for establishing, implementing, maintaining and improving QMS, Management system consultants.

NIST CYBERSECURITY FRAMEWORK IMPLEMENTATION

A risk-based approach to cybersecurity is being adopted by organizations globally. And the National Institute of Standards and Technology (NIST) Cybersecurity Framework has been designed to help. A flexible framework, it supports you to understand, manage and reduce cybersecurity risks so you can assure critical operations and service delivery. So learn how to implement the framework effectively to help improve resilience.

By attending this two-day course, you'll understand how to use the NIST Cybersecurity Framework to assist your organization to prevent, detect and respond to cyber-attacks. Whether you need to set up a new cybersecurity program or enhance your existing one, you'll have the toolkit to confidently manage cybersecurity in your organization.

COURSE CONTENTS

Day 1:
- Overview of the framework
- Framework basics
- Framework core
- Framework implementation tiers
- Framework profiles
- Coordination of framework implementation

Day 2:
- How to use the framework
- Establishing or improving a cybersecurity program
- Communicating requirements with stakeholders
- Methodology to protect privacy and civil liberties
- Self-assessing cybersecurity risk with the framework

BENEFITS

- Understand NIST Framework and how to protect your infrastructure from cyber attacks
- Gain the practical skills to implement the NIST Cybersecurity Framework using the 7-step approach
- Collaborate with stakeholders to ensure effective implementation and integration with other management systems
- Develop professionally
- Network with like-minded peers

INFORMATION SECURITY CONTROLS FOR CLOUD SERVICES (ISO/IEC 27017:2015)

INTRODUCTION

As technology advances and organizations increase their use of cloud services, the requirement to have more specific cloud security controls in place is critical. While using a cloud service can often increase information security risks, many of the ISO/IEC 27001 controls highlight responsibilities for either a cloud service customer, or the cloud service provider. ISO/IEC 27017 is a code of practice, which provides guidance on these controls and helps you focus on the more specific risks associated with cloud services as a customer or provider.

COURSE CONTENTS

- Concepts specific to the cloud

- Typical information security risks in cloud services
- ISO/IEC 27017:2015 introduction, scope and structure
- Applicable terms and definitions
- The benefits of implementing ISO/IEC 27017:2015
- A typical ISO/IEC 27017:2015 implementation framework
- How the key concepts and requirements of ISO/IEC 27001:2013 work when implementing ISO/IEC 27017:2015
- Exploring and selecting ISO/IEC 27017:2015 controls relevant to your risk assessment, through practical scenarios
- Specific guidance for cloud service customers and cloud service providers

BENEFITS

- Identify key benefits associated with using ISO/IEC 27017 for cloud services, alongside an effective ISMS
- Consider the risks associated with using cloud services
- Ensure that your management system considers appropriate cloud-related controls that enable improved organizational security as technology evolves
- Provide products and services that consistently meet customer needs and enhance confidence

ISO/IEC 27018:2014 PROTECTION OF PERSONALLY IDENTIFIABLE INFORMATION (PII) IN PUBLIC CLOUDS

INTRODUCTION

This course is aimed at assisting cloud service providers and their customers understand the additional guidance and controls contained within ISO/IEC 27018. The additional controls will enable providers and their customers to comply with any applicable legislation and regulations and better protect information when processing PII in the Cloud.

COURSE STRUCTURE

- Typical information security risks for PII in cloud services
- Background and purpose of ISO/IEC 27018
- Scope and structure ISO/IEC 27018
- The benefits of implementing ISO/IEC 27018
- Typical ISO/IEC 27018 control implementation and integration with ISO /IEC 27001 and 27002
- How the key concepts and requirements of ISO/IEC 27001 work when implementing ISO/IEC 27018
- And explore/select ISO/IEC 27018 controls, relevant to your risk assessment, through practical scenarios
- Specific guidance for cloud service providers.

BENEFITS

This course will help cloud service providers:
- Identify key benefits associated with using ISO/IEC 27018 for protecting PII within the cloud services they provide, alongside an effective ISMS
- Consider Cloud and PII specific risks and associated ISO/IEC 27018 controls
- Understand the rationale behind the controls, their usage and implementation
- Establish an appropriate level of protection for PII within the cloud services they provide.
- This course will also help cloud service customers discuss and negotiate a suitable contract with a cloud service provider, ensuring that the latter implements appropriate controls. It will also help in developing a mechanism for exercising audit and compliance rights and responsibilities.

ISO/IEC 27032:2012 GUIDELINES FOR CYBERSECURITY

Cyberspace is a complex environment. It involves different types of interactions between people, software, hardware and physical locations to support with storage, processing, communication and service delivery for a wide range of information. This means the security requirements vary depending upon use, criticality and sensitivity of the information, as well as the level of collaboration between stakeholders.

International Standards such as ISO/IEC 27002 provide some best practice recommendations on information security controls, however risks relating to cybersecurity need extra technical guidance including:

- Social engineering attacks
- Hacking
- Proliferation of malicious software (malware)
- Spyware
- Other potentially unwanted software

COURSE CONTENTS

- Explain the nature of cyberspace & cybersecurity
- Who the cybersecurity stakeholders are and what their roles are
- Recognize what assets, stakeholders, threats and vulnerabilities exist in the cyberspace
- Identify methods for ensuring cybersecurity attack readiness
- Explain the benefits of implementing ISO/IEC 27032
- Utilize the risk management principles to identify and respond to cybersecurity risks
- Integrate the key concepts and requirements of ISO/IEC 27032 into an ISO/IEC 27001:2013 compliant information security management system (ISMS)
- Implement the topics covered in ISO/IEC 27032 in your organization.

- Our unique accelerated approach fast tracks learning, improves knowledge retention and ensures you get the skills to apply your knowledge straight away. This course involves practical activities, group discussions and classroom learning to help you develop a deeper understanding of the material and have a greater impact on job performance.

BENEFITS

- Identify key benefits associated with using ISO/IEC 27032 to protect information assets that could be affected by cybersecurity threats
- Understand the ISO/IEC 27032 best practice guidance and techniques related to cybersecurity
- Understand the rationale behind the processes, the use and the implementation of ISO/IEC 27032
- Understand the issues organizations face when dealing with cybersecurity
- Understand the best practice approaches to adopt in order to address and manage issues related to cybersecurity
- Understand how to prepare for and respond to cybersecurity threats
- Determine and implement appropriate collaboration between different stakeholders to ensure effective responses to incidents.

PERSONAL INFORMATION MANAGEMENT SYSTEM AND GDPR IMPLEMENTATION PROFESSIONAL

Course Aim:

- The aim of this course is to enable delegates to understand current data protection legislation and underlying principles; to understand the concepts and management principles used in the BS 10012:2017 standard on Personal Information Management Systems (PIMS), and to implement a PIMS as per GDPR principles, in your organization.

Course Description:

- This three day course covers the basic requirements of the new GDPR regulation as well as best practices of a Personal Information Management System based on BS 10012:2017 management standard. The course will enable delegates to understand and apply these best practices for their organization or for their clients.

- Understand the updated management principles in BS 10012:2017 management standard on Personal Information Management System (PIMS)
- Gain the confidence apply the best practices of a PIMS and implement these in your organization or for your clients as per GDPR principles

COURSE CONTENTS

- Interpret data protection regulation
- Understand privacy concepts
- Understand the key terms and definitions
- Understand compliance requirements
- Develop vital processes, policies and procedures that can be put into practice immediately including Privacy Impact Assessment, Risk Treatment, Data Inventory & Data Flow
- Integrate policies and procedures to reflect GDPR requirements

BENEFITS

- Gain a thorough understanding of the current data protection legislation and the underlying principles

ISO 27001:2013 INFORMATION SECURITY MANAGEMENT SYSTEMS (ISMS) IMPLEMENTATION

INTRODUCTION

In this two-day course, our experienced tutors teach you how to consider the state of your organization's current information security management practices in preparation to put in an ISMS.

You should already have a good understanding of the requirements of the current standard and our tutors will tap into that knowledge so that you can develop your skill and understanding of the practicalities involved when setting up a typical management system framework that conforms with ISO/IEC 27001:2013.

After attending this course, you will be in a position to use this model and be able to develop an ISMS suitably appropriate for your organization.

COURSE CONTENTS

- How to identify a typical framework to implement an ISMS compliant with ISO/IEC 27001:2013 following the Plan, Do, Check, Act (PDCA) cycle
- How to conduct a baseline review of the organization's current position with regard to ISO/IEC 27001:2013
- How to interpret the requirements of ISO/IEC 27001:2013 from an implementation perspective in the context of your organization
- How to implement key elements of ISO/IEC 27001:2013

BENEFITS

- Your company will know what is required to implement an ISMS that conforms to the standard
- Successful implementation will improve the protection of your organization's private data to meet your market assurance and corporate governance needs

ISO/IEC 27001:2013 INFORMATION SECURITY MANAGEMENT SYSTEMS INTERNAL AUDITOR TRAINING

INTRODUCTION

In this two day course, our expert tutors will teach you how to plan, execute and report on an audit of an ISMS in an organization assessing its conformance with ISO/IEC 27001:2013.
You should already have a good understanding of the requirements of the current standard, and our tutors will expand on your existing knowledge to help you develop the specialized skill and expertise to conduct an internal audit.
We'll show you how to manage the entire process end-to-end from initiating an audit to reporting on the assessment and conducting a follow-up.
Your learning will rapidly develop using a balance of theory and practical activity, so that you can apply your knowledge effectively during an audit.

COURSE CONTENTS

- What are the principles of auditing conformance to ISO/IEC 27001:2013
- What are audit activities
- How to initiate an audit
- How to prepare audit activities
- How to conduct audit activities
- How to prepare and distribute an audit report
- How to complete the audit
- How to conduct an audit follow up

BENEFITS

- Your company will have an internal resource and process to be able to conduct its own audit of its ISMS to assess and improve conformance with ISO/IEC 27001:2013
- Successful auditing will improve the protection of your organization's private data to meet your market assurance and corporate governance needs

CERTIFIED LEAD IMPLEMENTER PROFESSIONAL ONLINE COURSE FOR BS ISO/ IEC 27001:2013 INFORMATION SECURITY MANAGEMENT SYSTEM

INTRODUCTION

In this 5 day course, our experienced tutors teach you everything you need to know to be able to set up an ISMS that conforms to ISO/IEC 27001:2013 in an organization.
You will cover the requirements of the standard and consider the state of your Organization's current information security management practices in preparation to put in an ISMS.

COURSE STRUCTURE

- What is information security management (ISMS)
- Why ISMS is important to an organization
- What are the benefits of ISMS
- What is the background of ISMS
- What are the key concepts and principles in ISO/IEC 27001:2013
- What terms and definitions are used in the standard
- What are the main requirements of ISO/IEC 27001:2013
- How to identify a typical framework to implement and ISMS compliant with ISO/IEC 27001:2013 following the Plan, Do, Check, Act (PDCA) cycle
- How to conduct a base line review of the organization's current position with regard to ISO/IEC 27001:2013
- How to interpret the requirements of ISO/IEC 27001:2013 from an implementation perspective in the context of their organization
- How to implement key elements of ISO/IEC 27001:2013
- What are the concepts of leadership and managing organizational change
- Understanding project management, skill sharing, support and motivation during the implementation of an ISMS

Keep up with the latest developments in business continuity management and make sure your organization stays ISO 22301 compliant. Learn how to complete each stage of the internal audit process, by understanding the requirements of ISO 22301 within the context of an audit. Identify areas that need improving to achieve an effective business continuity management system in line with international best practice. Build confidence that business critical functions are protected from disruptions by auditing the effectiveness of your business continuity management system.

COURSE STRUCTURE

- The scope and requirements of ISO 22301 in the context of an audit
- How to manage every stage of the audit process
- Plan, conduct and report on an ISO 22301 internal audit
- Recommend improvements to a business continuity management system

BENEFITS

- Qualified ISO 22301 internal auditors within your business
- Confidence in maintaining ISO 22301 certification
- Effective business continuity management during times of disruption
- Gain customer confidence and reputation.

BENEFITS

- Certified Lead Implementer Professional will be able to lead a team for implementation ISMS in an organization that conforms to the ISO standards
- Certified Lead Implementer Professional will be able to scale the implementation of ISMS throughout the organization
- Certified Lead Implementer Professional will be able to play a pivotal role in ensuring your organization can set up a information security management system.
- Successful implementation will improve the protection of your organization's private data to meet your market assurance and corporate governance needs

ISO 22301 BUSINESS CONTINUITY MANAGEMENT INTERNAL AUDITOR TRAINING COURSE

INTRODUCTION

Become a business continuity auditor by taking our ISO 22301 internal auditor training course.

ISO 22301:2019 BUSINESS CONTINUITY MANAGEMENT SYSTEM CERTIFIED LEAD IMPLEMENTER PROFESSIONAL (CLIP)

INTRODUCTION

When faced with unexpected disruptions, organizations with an effective Business Continuity Management System (BCMS) based on ISO 22301:2019, not only benefit from protecting their reputations and retaining customers but also enhance their status as competitors struggle to overcome similar challenges.

COURSE CONTENTS

Upon completion of this training, you will:
Have the knowledge to:
- Explain the purpose, structure and benefits of ISO 22301:2019 as they relate to the implementation process
- Explain the process for establishing and maintaining a BCMS
- Organise for BCMS Implementation
- Create BCMS policy, objectives & processes such as risk assessment, BIA, etc.
- Explain the role of top management, including how to obtain and sustain management commitment

Have the skills to:
- Present the benefits of a BCMS to top management
- Conduct Business Impact Assessment
- Conduct Risk assessment
- Establish BC strategy and response procedures
- Establish Exercising, Monitoring and Measurement for BCMS
- Plan, conduct, report and follow-up an internal audit of the organization's BCMS

BENEFITS

- Protect your organization from unexpected disruptions by reducing the loss (financial, human, technical, etc.)
- Increase your expertise of Business Continuity and understanding of ISO 22301:2019 – through hands on exercises.

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Do you like to learn from practical experience, hold discussions with colleagues and experts, exchange information, make contacts, and gain inspiration? You've come to the right place.

Check out the brochure attached further and feel free to contact us!

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We consider ourselves important partners of our customers, with whom we work at eye level to achieve sustainable added value. Our goal is to give organizations important value-adding impulses for their entrepreneurial success through the simplest processes, as well as the utmost adherence to deadlines and reliability.

OUR SERVICES

- Certifications - incl. ISO 9001, ISO 14001, ISO 45001, IATF, AS 9100, IRIS, TL 9000, ISO 27000 etc.,
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