



INTEGRATED QUALITY SOLUTIONS PLC (I-QUAS)

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Empower your people thru I-QUAS trainings!

I-QUAS is a company based in Addis Ababa, Ethiopia that provides specialized training, auditing and consulting services primarily on quality, environmental and food safety management systems resulting in improved efficiency and effectiveness of business processes and enhanced customer satisfaction.

Several full time IRCA (www.irca.org) certified lead auditors, quality consultants and trainers join together to deliver best practices on our training, auditing and consulting programs. Knowledge and hands-on practical experience of our consultants and trainers with proven track records guarantee an extra sharp edge for your success.

I-QUAS offers standard and customized training courses designed to introduce quality techniques and skills that address product and service quality and safety to a variety of quality professionals from all types of industries, ranging from small to medium to large ones that operate in different environments and locations. As an alternative, we also offer courses on-site within your own company environment or at a venue of your choice. It is an entirely flexible approach that can often be more cost effective while also remaining relevant to your organization. For additional information please contact the program coordinator.

TRAINING CALENDAR FOR YEAR 2007-2008

TITLE & DURATION OF THE TRAINING

1) ISO 9001:2000 Quality Management System Implementation Course (5 days)

COURSE OBJECTIVES - This course is designed to enable participants acquire capabilities to:

a) Understand the concepts & principles of Quality Management Systems; b) Understand ISO 9001:2000 QMS- Requirements; c) Map work Process; d) Develop QMS Documents (Quality manual, procedures & work instructions); e) Control documents & quality records; f) Establish & Implement management system consistent with this international standard and g) Understand how to QMS implementation/certification.

DATES: 16 – 20 July 07; 13 – 17 Aug 07; 17 – 21 Sep 07; 22 – 26 Oct 07; 19 – 23 Nov 07; 14 – 18 Jan 08; 18 – 22 Feb 08; 10 – 14 Mar 08; 14 – 18 April 08; 12 – 16 May 08; 09 – 13 June 08

2) Internal Quality Auditors Course (Based on ISO 19011:2002) (5 days)

COURSE OBJECTIVES - The course gives the future quality auditor a profound knowledge and capabilities to: a) Understand the basics and standard terminologies in the quality audit area; b) Understand the principles and stages of the audit process; c) Plan, perform, collect & analyze audit evidence and report audit findings; d) Prepare audit conclusions, audit team management & conducting effective meetings; e) Perform audit follow-up and assess corrective actions; f) Identify and trigger improvement in business performance and g) Understand & apply continual improvement tools.

DATES: 23 – 27 July 07; 29 Oct – 02 Nov 07; 12 – 16 Nov 07; 10 – 14 Dec 07; 28 Jan 08– 01 Feb 08; 07 – 11 April 08; 23 – 27 June 08

TITLE & DURATION OF THE TRAINING

3) HACCP/ISO 22000:2005 Food Safety Management System Implementation

Course (5 days)

COURSE OBJECTIVES - Upon completion of this course participants acquire capabilities to design, document, implement and maintain food safety management system through: a) Understanding the basics and standard terminologies in the food safety area; b) Understanding National and International Standards relevant to food trade; c) Understanding HACCP/ISO 22000:2005 Requirements; d) Developing HACCP documents, operational control system; implementing prerequisite programs & HACCP Plans and e) Establishing & implementing Food Safety management system consistent with this international standard.

DATES: 20 – 24 Aug 07; 26 – 30 Nov 07; 19 – 23 May 08

4) Continual Improvement Tools- Statistical Process Control (SPC) (5 days)

COURSE OBJECTIVES - The course covers SPC Tools (Sampling, Run Charts, Pareto Charts, Histograms, Correlation Charts & Process Capability Analysis) and Quality Improvement Tools (Brainstorming, NGT, Root Cause Analysis, Force Field Analysis & Prioritization Matrix).

DATES: 30 July – 03 Aug 07; 27 Aug– 31 Aug 07; 03 – 07 Sep 07; 05 – 09 Nov 07; 03 – 07 Dec 07; 31 Dec07– 04Jan 08; 03 – 07 Mar 08; 24 – 28 Mar 08; 02 – 06 June 08; 30 Jun– 04 July 08

TITLE & DURATION OF THE TRAINING

5) Measurement Systems Implementation Course (5 days)

COURSE OBJECTIVES - This is a foundation course and upon completion participants acquire capabilities to: a) Understand basic definitions & terminology based on VIM - International Vocabulary of basic & General Terms in Metrology; b) Understand the principles, methods & procedures of measurements & interpret results of measurements - repeatability, reproducibility, uncertainty of measurements, c) Define measurement needs & requirements in their organization; d) Measurement errors and deviations; e) Ensure the adequacy and suitability of measuring & monitoring devices; f) Ensure effective control of monitoring & measuring devices/equipment through verification & calibration systems; g) Understand & maintain measurement standards & metrological traceability and h) Understand ISO 17025:2005 – Requirements for testing & calibration laboratories.

DATES: 06 – 10 Aug 07; 04 – 08 Feb 08

6) Food Grain Quality Management Course (5 days)

COURSE OBJECTIVES -Upon completion of this course, participants will be able to: a)Understand the standard requirements in food grain processing, storage, preservation, pest control, marketing & quality inspection and b) Develop & implement an effective system for food grain quality management based on farm-to-market/table approach.

DATES: 08 – 12 Oct 07; 25 – 29 Feb 08

7) Customer Service Course (5 days)

COURSE OBJECTIVES - Upon completion of this course participants will be able to: a) Understand the Art Of Good Customer Service; b) Develop effective customer service skills; c) Monitor customer satisfaction; d) Design, implement & maintain complaint management systems and e) Plan & execute effective customer service auditing.

DATES: 01 – 05 Oct 07; 24 – 28 Dec 07; 17 – 21 Mar 08; 16 – 20 June 08

TITLE & DURATION OF THE TRAINING

8) Procedure Writing Course (3 days)

COURSE OBJECTIVES - Upon completion of this course participants will be able to: a) Understand how to write and document standard & operational procedures & work instructions; b) Properly map work processes and define responsibilities and c) Effectively control documents & records.

DATES: 24 – 26 Sep 07; 17 – 19 Dec 07; 01 – 03 April 08; 29 – 31 May 08

9) Quality Managers Course /MR Skills (3 days)

COURSE OBJECTIVES - participants of this course (newly appointed/ seasoned Management Representatives /MR/ & members of an implementation team) acquire capabilities to: a) Develop an effective strategy for the implementation/certification of management /integrated management systems to support the business; b) Fulfill their roles more effectively in the implementation/ certification and improvement of management system such as ISO 9001, ISO 14001, HACCP/ISO 22000 & ISO 17025:2005 that drive continual; c) Manage internal audit programs; d) Ensure effective document & data control, corrective & preventive action systems; d) Develop effective management review & continual improvement processes and e) Managing the relationship with the third party registrar before and during the audit(s).

DATES: 12-14 July 07; 17 – 19 Oct 07; 10 – 12 Jan 08; 03 – 05 April 08; 06 – 08 May 08

TITLE & DURATION OF THE TRAINING

10) Introductory Course to Management Systems (2 days)

COURSE OBJECTIVES - This is a general orientation and awareness course for ISO 9000 QMS, ISO 14001 EMS, HACCP/ISO 22000 & ISO 17025:2005. Participants will be able to: a) Understand International Standards on management systems; b) Understand the basic principles, benefits and requirements of international standards for quality, environmental & food safety management systems mainly; c) Understand how management systems work & how personnel should use and maintain the system and everyone should prepare themselves and work area for internal and/or certification audit and d) Understand roles & responsibilities in management systems development, implementation and maintenance/certification.

DATES: 09-10 July 07; 15 – 16 Oct 07; 11 – 12 Feb 08; 29 – 30 April 08