

**Training name:****TOOLS AND METHODS OF QUALITY MANAGEMENT****Training annotation:**

The target of the training is getting familiarized with and adopting knowledge of the methods and tools of Quality used in automotive industry and associated with the requirements of the ISO 9001 and IATF 16949 standards, as well as with the requirements in Quality Management (Quality planning, control and assurance), the course of resolving claims via **8D-REPORT, Root cause analysis – Ishikawa, 5xWhy, or Problem Solving methods.**

An experienced trainer (**from AUTOMOTIVE environment**) will acquaint the participants of the training with case studies and, in a form of workshop, he will acquaint them with the methods of activities being performed at each stage of the process and taking into account the outputs of the production process, to secure that all outputs will be under control. **Further, within the training, there is explained the purpose and extent of control plans and all associated methods including PDCA, quality control charts etc.**

**Main topics:**

- Requirements for the system – essential notions
- Basic requirements from Quality Management ISO 9001 and IATF 16949
- Tasks in Quality Management (Quality planning, control and assurance)
- Internal audits
- **Rules at claims - 8D**
- **Tools for systematic identification of causes and their analysis – Ishikawa, 5xWhy method**
- Problem description and analysis; problem specification
- **Analysis of causes and selection of key causes**
- Measures for preventing problems
- **PROBLEM SOLVING: problem – cause – consequence – countermeasure**
- PDCA cycle
- Basics of SPC (Statistical process control)
- Basics of MSA (Measurement System Analysis)

**Target group of participants:**

- employees who assure process quality,
- employees from the area of Quality control,
- employees who participate in monitoring and management of suppliers,
- employees who want to get acquainted with the requirements of quality assurance and with resolving internal and external non-conformances,
- Employees participating in improvement of processes.

**Overall extent of the training activity** (extent 16 hours):

**Day 1:**

- 09:00 – 11:00 ..... Introduction into the topic  
Tasks in Quality Management  
**Quality planning, control and assurance  
(FMEA, APQP, Control Plan)**
- 11:00 – 12:30 ..... Tools for systematic identification of causes and their  
analysis – **Ishikawa; 5xWhy; 8D method**
- 12:30 – 13:00 ..... Lunch break
- 13:00 – 16:00 ..... **Analysis of causes** – selection of key causes (workshop)

**Day 2:**

- 09:00 – 12:30 ..... **PROBLEM SOLVING**  
problem – cause – consequence – countermeasure  
PDCA cycle
- 12:30 – 13:00 ..... Lunch break
- 13:00 – 16:00 ..... **Rules for resolving of claims and non-conformities**  
**Design and selection of countermeasures**  
Methods for monitoring of effectiveness of  
countermeasures  
Workshop – group exercises

**Length of training:**  
2 days.

**Training Expert Supervision:**

Vladimír Repiský	- Licensed auditor for VDA 6.3 - Licensed auditor for CAE®
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**Completion of training:**

After successful completion of the training, the participants acquire a certificate on completion of the training „TOOLS AND METHODS OF QUALITY MANAGEMENT“. The Certificate has international validity.

## Training price:

	OPEN training	IN-HOUSE training
	BASIC PRICE	BASIC PRICE
Price without VAT / person	335 €	Individual agreement with the client
Price with VAT / person	402 €	Individual agreement with the client

The price includes

- CAE® training course fee,
- rich training documentation,
- experienced trainer and auditor with practice at projects in automotive industry,
- refreshment.

The deadline for the training is 7 days before its commencement.

At registration of multiple participants from one company, for the second and next participants we grant a discount of 10 %.

### Cancellation fees:

If a participant does not appear or if he cancels his attendance 7 or less days prior to commencement of the bindingly ordered training:

- If the bindingly registered participant will delegate his substitute, no cancellation fees are charged to the participant. However, the participant shall send a request for enlisting his substitute in an e-mail form.
- If the bindingly registered participant will not delegate his substitute, cancellation fees are charged to the participant in a sum of 100% of the price of the training.

### Processing of personal data:

The information regarding using of your data and applying your rights, especially the right to object processing of your personal data, is specified on the site <https://www.audicistoty.com/cleanliness-audits-excellence/kontakt/> in the section PRINCIPLES OF PROTECTION OF PERSONAL DATA.