



## Transitioning to ISO/TS 16949:2009 and Lessons Learned from the Process Approach

For organizations transitioning from ISO/TS 16949:2002 to ISO/TS 16949:2009, this one day course is designed to provide participants with a basic understanding of these changes. In addition, the last several years have provided many lessons learned from the Process Approach; therefore, this course will also provide participants an understanding that the Process Approach is an integral part of an organization's business management system. This will be taught through both individual participation and group activities.

Length: 1 days    CEUs: .7    Prerequisites: *Participants must be familiar with ISO/TS 16949:2009 (there will not be a clause by clause review of all sections of the standard)*

### WHAT YOU WILL LEARN

- Understand the changes from ISO/TS 16949:2002 to ISO/TS 16949:2009 and what that means to your organization
- Obtain valuable insights into the benefits the process approach of ISO/TS 16949:2009 can deliver to any business management system
- Provide Lessons Learned about the Process Approach
- Identifying the different levels of processes within an organization and how they link to maximize effectiveness and efficiency in the organization
- Basic quality system terminology
- Effective communication skills and techniques
- Conflict management
- The process of auditing – plan, prepare and perform and after an internal quality audit
- The process approach impact upon auditing technique and methodology
- A simulated audit using documentation from an actual organization

### PLEXUS LEARNING MODEL

Learning is maximized through participation. That is why Plexus training avoids lecture-based teaching and focuses on group activities, case studies and hands-on applications. *Learn by doing.*

### WHO SHOULD ATTEND

- Any member of an ISO/TS 16949:2009 implementation team
- New internal auditors and experienced auditors that have not attended training in over three years
- Representatives from key functional groups involved in an organization's quality management system

### INSTRUCTORS

*Plexus Master Trainers.* Plexus Master Trainers train and evaluate:

- ISO 9001:2008, ISO/TS 16949:2009, AS9100, ISO 14001:2004 Environmental Management Systems, ISO 22000:2005 Food Safety, ISO 9001:2008 for Healthcare and ISO 13485:2003 for Medical Devices.
- Plexus Instructors certify your 3<sup>rd</sup> party auditors
- Supplier Auditors

# ISO/TS 16949:2009

## **AGENDA**

### Morning

- ❖ Purpose and Objectives
- ❖ Process Approach

### Afternoon

- ❖ Review of changes from ISO/TS 16949:2002 to ISO/TS 16949:2009
- ❖ Closure and Planning: Opportunities, Roadblocks and Implementation Planning