



MAS MANAGEMENT SYSTEMS

TOTAL SYSTEMS BUNDLE

www.masmanagementsystems.com.au



THE TOTAL SYSTEMS BUNDLE

Anyone wanting to get across all the elements of their quality system needs this bundle.

Learn about the relevant standard, documenting your system, risk management, root cause analysis and how to carry out effective audits.

This comprehensive bundle will teach you all you need to know about developing, implementing and auditing an excellent quality system.

Depending on your requirements you will examine either the **ISO/IEC 17025 Unpacked** or **Understanding ISO 9001**.

In both courses you will learn how to apply the requirements of the Standard to your quality system. As well as gaining a thorough understanding of the relevant Standard, you will gain confidence in defending your implementation during an assessment or audit.

Documenting your lab quality system will show you how to write policies, processes and procedures (and explain the difference). You'll produce good quality documents and learn how to communicate clearly and effectively by keeping your audience in focus.

The **Risk Management** in the Lab course will help you to identify risks and apply established risk management processes in line with the responsibilities and obligations of your role. You'll be shown how to remove the blame from discussion around risk and risk management and deal with the human factors. Plus you'll learn to use the appropriate tools and techniques for consulting stakeholders in risk identification.

Our **Root cause analysis** training will show you why a good root cause analysis can be the best investment of your organisation's resources you'll ever make. You will learn how to fix problems using your corrective action system and how to defend your root cause analysis to an auditor.

And finally, **Internal Audits** training will teach you how to prepare for an audit and create great checklists; how to conduct an audit; the most effective questioning techniques and reporting.

FIVE COURSES: \$2,233

BUNDLE PRICE: \$1,766.40

COURSE BONUS:

We have extensive experience, including as NATA auditors, providing you with **valuable insights into an external auditor's mindset**. So you'll get hints and tips on what to look for and how to answer questions from external auditors such as NATA.

Often there are questions after you've completed a training course. So we don't leave you high and dry once the day is over.

We'll be in touch a couple of weeks after the course to make sure you're on track and answer any further questions.

**FOR MORE INFORMATION ABOUT THIS BUNDLE
EMAIL INFO@MASMANAGEMENTSYSTEMS.COM.AU
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ISO/IEC 17025 UNPACKED

There's so much information online and so many courses about the ISO/IEC 17025 standard, it can be difficult to work out which one to choose.

But our course is different. We know that often the reason you want to attend training is because of a specific issue. So we've taken an innovative approach to training this standard.



Course outline

Naturally in this interactive one day course you will:

- Be shown why ISO/IEC 17025 should be used
- Look at each clause in the standard
- Examine focus clauses in detail
- Discuss risk-based thinking and how it affects your implementation
- Learn how to apply the requirements of the standard to your quality system
- Gain confidence in defending your implementation during an assessment

BUT HERE'S THE DIFFERENCE:

We ask you to think about which clauses you need more information about; which ones you'd like to discuss with someone outside your facility and get insights into its implementation. Send those to us and any specific questions before the course starts and we can drill down into them a bit more during the training.

PLUS you'll get hints and tips on what to look for and how to answer questions from external auditors such as NATA. Our trainers have extensive experience, including as NATA auditors, providing you with valuable insights into an external auditor's mindset. Plus, we've seen first hand what works (and what doesn't) across businesses just like yours.

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All participants will receive a certificate of completion at the end of the course.

**** COURSE COST: \$594 PER PERSON ****

IN-HOUSE TRAINING: As well as saving you time and money, in-house training ensures consistency of message across your business. **PLUS we can provide the same insights into specific clauses and maintain confidentiality by keeping those discussions within your organisation.**

Discounts apply for group training so contact us for further information about this option.

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UNDERSTANDING ISO 9001

The ISO 9001 standard is one of the most widely used for quality managements globally. This one day course is the perfect overview for anyone who needs to understand the elements of ISO 9001 and how to apply them in the workplace.

We've tailored this course specifically for those working in labs, and science and technology fields.

Course outline

Organisations use ISO 9001 to demonstrate their ability to consistently deliver products and services that meet customer and regulatory requirements. ISO 9001 contains the criteria for a good quality management system and can be used by any organisation, regardless of the size or field of activity.

This standard is based on a number of quality management principles including a strong customer focus, the motivation of top management, and continual improvement.

Using ISO 9001 helps ensure that customers get consistent, good-quality products and services, and allows for the control of processes to ensure best practice outcomes.

In this workshop you will learn about all the elements of ISO 9001 including:

- quality principles and organisational requirements
- the quality management system
- leadership and people management
- documentation requirements
- operational planning and control
- dealing with problems
- performance evaluation
- management review
- improvement

We work on real world case studies **including your own** so you can immediately apply what you learn in your workplace.

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DOCUMENTING YOUR LAB QUALITY SYSTEM

From reports to memos to a full quality manual, we've all had to write documents.

But do you know how to write a GOOD document that's fit for purpose and easily understood? And do you know why documentation is so critical to lab processes?

Course outline

In this half day interactive workshop we'll show you how to:

- Write policies, processes and procedures (and explain the difference)
- Keep the audience in focus when writing your documents
- Communicate effectively and clearly
- Produce good quality documents that are readable and actionable

You'll also learn:

- Why good writing is important
- When pedantry has its place - and how to handle reviewers who want things written 'their way'
- When to use technical language vs the 'local lingo'.

Why is our course different? Because you can bring your own examples, have them critiqued by the trainer and other participants and if necessary, receive support to re-draft them!

PLUS you'll get hints and tips on what to look for and how to answer questions from external auditors such as NATA.

We regularly work in and with labs and other technical organisations and understand what their needs are. But we've also acted as auditors which means that we know their mindset and what they expect to see. **We've seen documentation from both sides of the table which means you benefit from our experiences!**

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All participants will receive a certificate of completion at the end of the course.

**** COURSE COST: \$374 PER PERSON ****

IN-HOUSE TRAINING: As well as saving you time and money, in-house training ensures consistency of message across your business. **PLUS we train your staff using your documents, on your premises. Discounts apply** for group training so contact us for further information about this option.

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RISK MANAGEMENT IN YOUR LAB

Risk management is a big part of running any business.

This training course will teach you about risk management in your lab and the vital role it plays in your management systems.

Course outline

Risk isn't just about toxic chemicals leaking or things exploding – although in some labs, that's clearly a consideration! Lab managers and owners must have sound risk management processes in place because of changes to the approach and content of management system standards. There is a greater focus on risk by regulators and other organisations with an interest in lab businesses.

Plus, implementing new technology such as automation presents new risks and challenges. In this course you'll learn about risk management and its place in accreditation and certification management system standards. You'll be guided in creating and implementing a risk management strategy to support your organisation's goals and ensure risk minimisation.

Completing this workshop will allow you to:

- Identify risks and apply established risk management processes in line with the responsibilities and obligations of your role
- Review and improve organisational processes, procedures and requirements for undertaking risk management
- Remove the blame from discussion around risk and risk management and deal with the human factors that contributed to risk
- Learn to use the appropriate tools and techniques for consulting stakeholders in risk identification
- Coordinate risk management and support staff to manage risk and facilitate the development and implementation of risk recovery plans
- and much more!!

PLUS we have extensive experience, including as NATA auditors, providing you with valuable insights into an external auditor's mindset. So you'll get hints and tips on what to look for and how to answer questions from external auditors such as NATA.

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**** COURSE COST: \$297 PER PERSON ****

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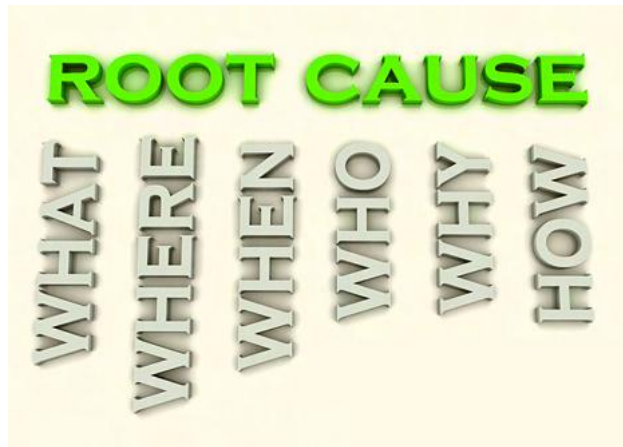
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ROOT CAUSE ANALYSIS TRAINING COURSE

We all make mistakes, that's a given. However in a lab, it's not enough to point the finger at someone and blame them for what went wrong.

We need to backtrack, drill down into the process and work out the WHY of what happened.

And that's precisely what a root cause analysis is for.



Course outline

By carrying out a root cause analysis, you can discover where the process broke down and how it can be fixed. As well as pointing to a possibly serious flaw in your system, a root cause analysis will allow you to prevent it from happening again.

For labs holding accreditation with NATA or certification, this could be anxiety inducing. NATA or your certifier needs you to adequately undertake and importantly, be able to demonstrate that you've carried out an effective root cause analysis. **But what does this look like and where do you start?** This half day course will show you:

- Why a good root cause analysis can be the best investment of your organisation's resources you'll ever make
- How to identify problems, and work out their significance
- The techniques for carrying out a root cause analysis
- How to fix problems using your corrective action system
- How to defend your root cause analysis to an auditor

Why is our course different? We use a process from your facility to ensure what you learn is of immediate and practical benefit!

PLUS you'll get hints and tips on what to look for and how to answer questions from external auditors such as NATA.

Our trainers have extensive experience, including as NATA auditors, providing you with valuable insights into an external auditor's mindset. And we've seen first hand what works and what doesn't across businesses like yours.

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INTERNAL AUDIT TRAINING COURSE

We're all busy and carrying out an internal audit may feel like something you just don't have time for.

But internal audits are a critical part of your quality management system. They provide confidence in your system and peace of mind that it's doing what it should for both you and your clients.

Plus if you hold third party accreditation or certification, internal audits are a **mandatory requirement**.



Course outline

In this one day interactive workshop you'll learn:

- The different types of audits
- The responsibilities of an auditor
- How to prepare for an audit and create great checklists
- How to conduct an audit
- The most effective questioning techniques
- How to produce audit and nonconformity reports
- How to report corrective actions

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