

TRAINING PROGRAM 2010

think outside the box

Courses are delivered by qualified professionals:

- ♦ in-house or off-site
- readymade or customized packages
- sector specific
- ♦ IVTB Refundable

Contact us for details on group or package reductions

CONSULTING AUDIT TRAINING

(BCM) - BS 25999



- Decision Making
- ♦ Leadership
- ♦ Management Skills
- ♦ Supervisory Skills
- Building Self Esteem & Assertiveness
- Stress Management
- ♦ Time Management
- ♦ Conflict Management
- Change Management
- ♦ Effective Communication Skills
- ♦ Effective Listening Skills
- ♦ Presentation Skills
- Negotiating skills
- ♦ 7 Habits of Highly Effective People
- ♦ Motivational Factors for Success
- Coaching For Optimum Performance
- ♦ Ethics & Good Governance
- ♦ Team Building (TAO)
- ♦ Capacity Building
- ♦ Train the Trainer
- > HR Performance Management

EXCELLENCE

- ♦ Total Quality Management TQM
- Excellence Models & Awards: MBNQA, EFQM, QM 9004, SME, MBEA, TEAM, FCSA
- National Quality Award
- ♦ Self Assessment & Company Profile
- ♦ Benchmarking

STRATEGY

- ♦ Strategic Planning
- Cultural Change
- ♦ HR Strategies

PERFORMANCE

- ♦ Certified, What's Next?
- ♦ Process Improvement
- ♦ Improve Productivity
- V Improve Froduc
- Cost of Quality
- Performance Improvement & Data Analysis (KPIs)
- Problem Solving Tools & Techniques:
 SPC, Pareto, FMEA, Fishbone, Affinity
 Diagram, Brainstorming
- ♦ Quality Improvement Tools: 5S, Kaizen, Kanban, SMED, JIT, Poka-Yoke
- ♦ Lean Manufacturing
- ♦ Six Sigma
 - * Courses outlined in yellow are part of the Quality Manager Training Package