**PROGRAMME CATEGORY**

**1. QUALITY MANAGEMENT AND TECHNIQUES**

1.1 Diploma in Quality Management

1.2 Diploma in Industrial Quality Control

1.3 Certificate Course in Quality Management

1.4 Workshop on Quality Control

1.5 Training Programme on Criteria For Performance Excellence For Sri Lanka

National Quality Awards

1.6 Training Programme on Statistical Process Control (SPC), Sampling Techniques

and Inspection for ISO 9001 Quality Management System

**2. ISO 9000 : QUALITY MANAGEMENT SYSTEMS**

2.1 Workshop on ISO 9001:2008 Standard and the Preparation of Quality Manual

2.2 Workshop on Internal Auditing as per ISO 9001:2008 Quality Management

Systems

2.3 Training Programme on ISO 9001:2008 Standard for Supervisory Grades

2.4 ISO 9001 Quality Management System Auditor/Lead Auditor Course

**3. ISO 17025 : LABORATORY QUALITY MANAGEMENT**

3.1 Seminar on Calibration for ISO 9001:2008 Quality Management Systems

3.2 Training Programme on Laboratory Quality Management

**4. PRODUCTIVITY IMPROVEMENTS**

4.1 Workshop on Basic Concepts of Quality and Productivity

4.2 Training Programme on 5 S Applications in Productivity & Quality Improvement

4.3 Training Programme on Team Work and Role of Quality Circles in Total

Employee Participation

4.4 Training Programme on Application of Seven Quality Control Tools (Q7) and

Seven New Management Tools (N7) for Continual Improvement [as per

ISO 9001 and National Quality Award (NQA) Models]

**5 ISO 14000 : ENVIRONMENTAL MANAGEMENT SYSTEMS**

5.1 Workshop on Development and Documentation of Environmental

Management Systems as per ISO 14001:2004

5.2 Training Programme on the Evaluation of Environmental Aspects and

Impacts and Legal Requirements in Environmental Management Systems

5.3 Training Programme on Management of Industrial Solid Waste, Waste

Water and Air Emissions

5.4 ISO 14001 Auditor/Lead Auditor Course

**6 FOOD HYGIENE AND FOOD QUALITY ASSURANCE**

6.1 Diploma in Food Quality Assurance

6.2 Training Programme on Food Hygiene

6.3 Training Programme on Food Hygiene & GMP for

Restaurants and Catering Establishments

6.4 Training Programme on Bottled Drinking Water

6.5 Workshop on ISO 22000:2005 Food Safety Management Systems

(HACCP System)

6.6 Workshop on Internal Auditing as per

HACCP/ISO 22000:2005 Food Safety Management Systems

6.7 Training Programme on GLOBALGAP

6.8 ISO 22 000 Auditor/Lead Auditor Course

6.9 Workshop on Good Manufacturing Practices (GMP)

6.10 Workshop on Food Labelling Regulations

**7 OHSAS 18001 : OCCUPATIONAL HEALTH AND SAFETY**

7.1 Training Programme on Managing Safety and Health at Work Floor Level

7.2 Training Programme on Occupational Health and Safety (OHS)

Management Systems

7.3 Lead Auditor Course on Occupational Health & Safety Management Systems

(OHSAS 18001)

**8 PROGRAMMES ON DEMAND**

8.1 Seminar on Benchmarking and Measuring Business Performance

8.2 Training Programme on Continual Business Improvements (CBI )

*8.*3 Training Programme on *“Kaizen”* - Continual Improvement

8.4 Training Programme on Meeting Customer Needs for Quality and

Productivity Improvement

8.5 Training Programme on Six Sigma

8.6 Training Programme on Integration of Management System Standards

8.7 Seminar on Environmental Management Systems Auditing

8.8 Training Programme on Laboratory Accreditation as per ISO/IEC 17025:2005

8.9 Training Programme on Green Productivity (GP)

8.10 Training Programme on Total Productive Maintenance (TPM)

8.11 Workshop on Effective Communication

**9 DISTANCE LEARNING PROGRAMMES ON QUALITY MANAGEMENT**

9.1 Certificate Course in Quality Management

9.2 Seven Quality Management Tools (Q7) for Problem Solving

9.3 New Seven Quality Management Tools (N7) for Problem Solving

Training Calendar 2012

**JANUARY**

01 Workshop on ISO 9001:2008 Standard & the Preparation of Quality Manual

02 Workshop on Internal Auditing as per ISO 9001:2008 Quality Management Systems

03 Tr. Pro. on 5 S Applications in Productivity & Quality Improvement (Sinhala)

04 Certificate Course in Quality Management (Sinhala)01 Workshop on Basic Concepts of Quality and Productivity

**FEBRUARY**

01 Workshop on Good Manufacturing Practices (GMP) (Sinhala)

02 Training Programme on ISO 9001:2008 Standard for Supervisory Grades (Sinhala)

03 Diploma in Food Quality Assurance (Sundays)

04 Workshop on ISO 22000:2005 Food Safety Management Systems (HACCP System) 05 Training Programme on Management of Industrial Solid Waste, Waste

Water and Air Emissions

06 Training Programme on Statistical Process Control (SPC), Sampling Techniques and

Inspection for ISO 9001 Quality Management System

**MARCH**

01 Certificate Course in Quality Management

02 Diploma in Food Quality Assurance (Sundays)

03 Training Programme on Criteria for Performance Excellence for SLNQA

04 Workshop on Internal Auditing as per ISO 9001:2008 Quality Management Systems

05 Lead Auditor Course on Occupational Health and Safety Management System (OHSAS 18001)

06 Diploma in Quality Management (Saturdays)

07 Workshop on Quality Control (Sinhala)

08 Training Programme on the Evaluation of Environmental Aspects and Impacts and

Legal Requirements in Environmental Management Systems

09 Workshop on Development and Documentation of Environmental Management Systems

As per ISO 14001:2004

10 Training Programme on Food Hygiene and GMP for Restaurants & Catering Establishments

11 Tr. Pro. on Team Work & Role of Quality Circles in Total Employee Participation (Sinhala)

12 Workshop on Internal Auditing as per HACCP/ISO 22000:2005 Food Safety Mgt Systems

**APRIL**

01 Workshop on Basic Concepts of Quality and Productivity

02 Seminar on Calibration for ISO 9001:2008 Quality Management System

03 Tr. Pro. on 5 S Applications in Productivity & Quality Improvement (Sinhala)

04 Diploma in Quality Management (Saturdays)

05 Diploma in Food Quality Assurance (Sundays)

06 Workshop on ISO 9001:2008 Standard and the Preparation of Quality Manual

07 Training Programme on Criteria for Performance Excellence for SLNQA

08 Workshop on Internal Auditing as per ISO 9001:2008 Quality Management Systems (Sinhala)

**MAY**

01 Training Programme on ISO 9001:2008 Standard for Supervisory Grades

02 Workshop on Internal Auditing as per ISO 9001:2008 Quality Management Systems

03 Training Programme on 5 S Applications in Productivity and Quality Improvement

04 Workshop on Food Labeling Regulations (Sinhala)

05 Training Programme on Food Hygiene

06 Diploma in Quality Management (Saturdays)

07 Diploma in Food Quality Assurance (Sundays)

08 Training Programme on Bottled Drinking Water (Sinhala)

09 Training Programme on Occupational Health & Safety (OHS) Management Systems

10 Workshop on ISO 22000:2005 Food Safety Management Systems (HACCP System)

**JUNE**

01 Diploma in Quality Management(Saturday)

02 Diploma in Food Quality Assurance (Sundays)

03 Workshop on Development and Documentationof Environmental Mgt Systems

04 ISO 9001 Quality Management System Auditor/Lead Auditor Course

05 Workshop on Good Manufacturing Practices (GMP) (Sinhala)

06 Workshop on Internal Auditing as per ISO 9001:2008 Quality Management Systems

07 Training Programme on 5 S Applications in Productivity and Quality Improvement

08 Training Programme on Occupational Health & Safety Mgt Systems (Sinhala)

**JULY**

01 Diploma in Quality Management (Saturdays)

02 Diploma in Food Quality Assurance (Sundays)

03 Workshop on Basic Concepts of Quality & Productivity (Sinhala)

04 Training Programme on 5 S Applications in Productivity and Quality Improvement (Sinhala)

05 Training Programme on Managing Safety and Health at Work Floor Level

06 Workshop on Good Manufacturing Practices (GMP)

07 Certificate Course in Quality Management

08 Workshop on ISO 22000:2005 Food Safety Management Systems (HACCP System)

09 Workshop on ISO 9001:2008 Standard and the Preparation of Quality Manual

**AUGUST**

01 Workshop on Internal Auditing as per ISO 9001:2008 Quality Management Systems

02 Training Programme on the Evaluation of Environmental Aspects and Impacts and

Legal Requirements in Environmental Management Systems

03 Diploma in Quality Management (Saturdays)

04 Diploma in Food Quality Assurance (Sundays)

05 Training Programme on GLOBALGAP

06 Training Programme on ISO 9001:2008 Standard for Supervisory Grades

07 Training Programme on Laboratory Quality Management

08 Workshop on Good Manufacturing Practices (GMP) (Sinhala)

09 Training Programe on Application of Seven Quality Control Tools (Q7) & Seven

New Management Tools (N7) for Continual Improvement (as per ISO 9001 & NQA Models)

10 Training Programme on Food Hygiene (Sinhala)

**SEPTEMBER**

01 Diploma in Industrial Quality Control

02 Certificate Course in Quality Management

03 Workshop on Internal Auditing as per HACCP/ISO 22000 :2005 FSMS

04 Diploma in Quality Management (Saturdays)

05 Diploma in Food Quality Assurance (Sundays)

06 Tr Pro on Team Work & Role of Quality Circles in Total Employee Participation (Sinhala)

07 Seminar on Calibration for ISO 9001:2008 Quality Management Systems

08 Workshop on Good Manufacturing Practices (GMP) (Tamil)

09 Training Programme on Mgt of Industrial Solid Waste, Waste Water & Air Emissions

10 Training Programme on ISO 9001:2008 Standard for Supervisory Grades (Sinhala)

11 Workshop on ISO 22000:2005 Food Safety Management Systems (HACCP System)

12 Workshop on Internal Auditing as per ISO 9001:2008 Quality Management Systems

**OCTOBER**

01 Training Programme on 5 S Applications in Productivity and Quality Improvement (Sinhala)

02 Tra. Pro. on Statistical Process Control (SPC), Sampling Techniques and Inspection for

ISO 9001 Quality Management System (Sinhala)

03 Diploma in Quality Management (Saturdays + Sundays)

04 Diploma in Food Quality Assurance (Sundays)

05 Certificate Course in Quality Management (Sinhala/English)

06 Training Programme on Food Hygiene & GMP for Restaurants and Catering Ests (Sinhala)

07 Training Programme on Bottled Drinking Water (Sinhala)

08 Workshop on Development and Documentation of Environmental Management Systems As per ISO14001:2004

**NOVEMBER**

01 Diploma in Quality Management (Saturdays + Sundays)

02 Diploma in Food Quality Assurance (Sundays)

03 Workshop on ISO 9001:2008 Standard and the Preparation of Quality Manual

04 ISO 9001 Quality Management System Auditor/Lead Auditor Course

05 Workshop on Quality Control (Sinhala)

06 Training Programme on 5 S Applications in Productivity and Quality Improvement

07 Workshop on Internal Auditing as per ISO 9001:2008 Quality Management Systems

08 Training Programme on ISO 9001:2008 Standard for Supervisory Grades

**DECEMBER**

01 Diploma in Quality Management (Saturdays + Sundays)

02 Diploma in Food Quality Assurance (Sundays)

03 Workshop on Good Manufacturing Practices (GMP) (Sinhala)

04 Training Programme on 5 S Applications in Productivity and Quality Improvement (Sinhala)

05 Workshop on ISO 22000:2005 Food Safety Management Systems (HACCP System)

06 Training Programme on Occupational Health and Safety (OHS) Management Systems

Diploma in Quality Management

Quality Management will ensure the effective design of processes that verify customer needs, plan, design and develop

products or services. This also incorporates monitoring and measurement of all process elements, analysis of performance and

the continual improvement of the products, processes and services which are delivered to delight the customer. Quality

Management is also referred to as business management or integrated management.

**OBJECTIVES**

The course is designed to enable executives and managers of the industrial and service sectors to broaden the perspective of their role in developing and maintaining quality and quality related functions and to provide knowledge on utilization of statistical and managerial techniques for quality improvement.

**FOR WHOM**

Executives and Managers in manufacturing and service organizations, and Persons who wish to make quality management a career

**COURSE CONTENTS**

|  |  |
| --- | --- |
| Basic concepts of Quality & Standardization  Total Quality Management (TQM)  Human Resource Management  Basic and Advanced Statistics  Seven / New Seven Tools for Quality Control  Sampling and Inspection  Advanced Mgt Techniques in Quality Control  Marketing for Quality  Management Tools for Quality Improvement  Effective Teams for Quality Improvement  Quality Function Deployment  Quality Engineering by Design (Taguchi Approach) Approach) | Just-in-time Manufacturing  ’Kaizen’ - continuous process improvement  ISO 9001, ISO 14001, Global GAP and ISO 22000, ISO 17025  SA 8000, OHSAS 18001 Standards  Organic Certification, FSC  Nanotechnology  Quality Systems Documentation  Quality Audits  Customer Relations  Benchmarking  Quality Costs  Awareness of Legal Factors Relating to Quality |

Project - Four(04) Months

(At least 20 Man days)

**DURATION & TIME : 38 full days (Saturdays/Sundays)**

March 2012 (Saturdays)/October 2012(Sundays)

0900 h to 1215 h and 1245 h to 1600 h

**MEDIUM : English**

**COURSE FEE** : LKR 50 000 per participant +12% VAT (LKR 56 000)

**NO. OF PROGRAMMES FOR THE YEAR**

**02**

(Certificates will be awarded on successful completion of the Evaluation tests and the Project)

**DIPLOMA IN INDUSTRIAL QUALITY CONTROL**

This programme is specially designed for school leavers and employees at operative grades in the manufacturing and service organizations to provide basic knowledge of understanding and analyzing the various quality techniques. This is an excellent opportunity for school leavers

To acquire knowledge and professional qualification to enter into the field of Quality Management and secure employment in the labor market.

**OBJECTIVES**

To provide a basic knowledge of modern concepts, practices and techniques of understanding, improving and maintaining quality.

To provide know-how in the application of Quality Management Techniques.

**NO. OF PROGRAMMES FOR THE YEAR**

**01**

**FOR WHOM**

School leavers who wish to aware themselves of Quality Management and for Operatives and Supervisors in the Manufacturing and Service Sector Organization

**COURSE CONTENTS**

Industrial Standardization

Basic Concepts of Quality

Data Collection and Summarization

Sampling and Inspection

Quality Control Techniques

Seven Tools for Quality Control

New Seven Management Tools

Quality Cost

Computer Application in Quality Tools

Motivation for Quality

ISO 9001 Quality Management System

Quality Systems Documentation

Productivity Improvements and Team Work

**DURATION & TIME : 21 Weeks (Theory and Assignments, Two days per week)**

08 Weeks (Industrial Experience)

September (1st week)

0900 h to 1215 h and 1245 h to 1600 h

**MEDIUM : English / Sinhala**

**COURSE FEE** : LKR 50 000 per participant +12% VAT (LKR 56 000)

**CERTIFICATE COURSE IN QUALITY MANAGEMENT**

This programme is designed to fill the knowledge gap of Junior Managers and operative grades in the manufacturing and service sector organizations where quality related problems could be analyzed and solved by applying techniques discussed in the programme. This programme is an excellent opportunity for Undergraduates, Graduates and school leavers to acquire knowledge and professional qualification to enter into the field of Quality Management and secure employment.

**OBJECTIVES**

To provide a basic knowledge of modern concepts, practices and techniques of improving and maintaining quality.

To provide know-how in the application of Quality Management Techniques.

**NO. OF PROGRAMMES FOR THE YEAR**

05

**FOR WHOM**

For Junior Managers, Executives and Supervisors in the manufacturing and service sector organizations and also for school leavers who wish to aware themselves of Quality Management

**COURSE CONTENTS**

Industrial Standardization

Concepts of Quality

Quality Control Techniques

Motivation for Quality

Seven Tools for Quality Control

Sampling

ISO 9001, ISO 14001 and ISO 22000/HACCP

Quality Systems Documentation

Team Work

**DURATION & TIME : 10 full days (0900 h to 1215 h and 1245 h to 1600 h)**

2012-01-30 to 2012-02-13 - Week days (Sinhala Medium)

2012-07-09 to 2012-07-20 - Week days (English Medium)

2012-03-03 to 2012-05-26 - Saturdays (English Medium)

2012-09-01 to 2012-11-10 - Saturdays (Sinhala Medium)

2012-10-07 to 2012-12-09 - Sundays (Sinhala/English)

**MEDIUM : English / Sinhala**

**COURSE FEE** : LKR 15 000 per participant +12% VAT (LKR 16 800)

**WORKSHOP ON QUALITY CONTROL**

The Quality Control personnel are responsible for ensuring that all products or parts are constructed or repaired in accordance with approved procedures and specifications. Each company establishes the standards by which they perform the Quality Control process. The process will adopt a number of different methods inclusive of visual or specialized inspections or even detailed testing depending on the severity of the situation. Having a strong foundation in Quality Control Training will open avenues for career development and gain employment in many different companies and industries.

**OBJECTIVE**

To create an awareness on quality among employees and also to highlight their role in achieving quality and analysis of quality problems.

**NO. OF PROGRAMMES FOR THE YEAR**

02

**FOR WHOM**

Employees involved in production and other processes

**COURSE CONTENTS**

Concepts of Quality

Techniques for discovery and analysis of quality problems

Human Aspects in quality

Worker participation in quality

**DURATION & TIME** : 02 full days (0900 h to 1215 h and 1245 h to 1600 h)

2012-03-12 to 2012-03-13

2012-11-15 to 2012-11-16

**MEDIUM :** Sinhala

**COURSE FEE** : LKR 6 000 per participant +12% VAT (LKR 6 720)

**TRAINING PROGRAMME ON CRITERIA FOR PERFORMANCE EXCELLENCE FOR SRI LANKA NATIONAL QUALITY AWARDS**

With a view to improve quality and productivity among Sri Lankan public and private sector organizations, Sri Lanka National Quality Award(SLNQA) was launched in 1995 by Sri Lanka Standards Institution. SLNQA is presented to manufacturing and service industries using an evaluation system on the lines of the globally recognized Malcolm Baldrige National Quality Awards of USA.

Since then SLNQA criteria has become a blueprint for excellence in creating a world-class management system. Organizations assess themselves against the criteria, identify opportunities for improvement, and then work to bridge the gaps to achieve the status of excellence. This training programme prepares your organization to perform a self-assessment as well as for applying the prestigious SLNQA.

**OBJECTIVE**

To impart knowledge on criteria based on Malcolm Baldrige National Quality Award

(MBNQA) of USA, for achieving performance excellence.

**NO. OF PROGRAMMES FOR THE YEAR**

02

**FOR WHOM**

For Managers

**COURSE CONTENTS**

Introduction to MBNQA

Purposes of the MBNQA

Evaluation Criteria of MBNQA

- Leadership

- Strategic Planning

- Customer Focus

- Measurement, Analysis and Knowledge Management

- Workforce Focus

- Process Management

- Results

Evaluation Process

Benefits to Applicants/Winners of MBNQA/SLNQA

**DURATION & TIME :** 02 full days (0900 h to 1215 h and 1245 h to 1600 h)

2012-03-05 to 2012-03-06

2012-04-24 to 2012-04-25

**MEDIUM :** English

**COURSE FEE** : LKR 5 000 per participant +12% VAT (LKR 5 600)

**TRAINING PROGRAMME ON STATISTICAL PROCESS CONTROL (SPC), SAMPLING TECHNIQUES AND INSPECTION FOR ISO 9001 QUALITY MANAGEMENT SYSTEM**

With continuous improvement and Total Quality Management becoming increasingly important, there’s an urgent

need to build quality into every management decision. Significant progress can be made towards solving company problems and improving the quality of goods and services by using Statistical Process Control (SPC),Sampling Techniques and Inspection. This workshop gives participants the tools and problem solving techniques to improve the quality and productivity of your organizations products and services. These tools and techniques give every team member of your organization the power to better manage and improve your Products, Processes and Services.

**OBJECTIVES**

To give awareness on the application of the techniques of Statistical Process Control (SPC) in ISO 9001 Quality Management System.

To provide knowledge necessary to carry out sampling inspection in industry using scientific sampling techniques.

**NO. OF PROGRAMMES FOR THE YEAR :**

02

**FOR WHOM**

Managers, Executives and Supervisors who need to know the application of statistical techniques in their Quality Management System. Those who need a better understanding of sampling techniques and anyone who needs to know “What, How and Why” of sampling techniques.

**COURSE CONTENTS**

Concepts of Variation

Data Collection and Summarization

Basic Statistical Distributions

Histogram Analysis

Control Charts

Process Capability Studies

Sampling Inspection

Acceptance Sampling

Bulk Sampling

**DURATION & TIME :** 02 full days (0900 h to 1215 h and 1245 h to 1600 h) 2012-02-23 to 2012-02-24 (English Medium)

2012-10-03 to 2012-10-04 (Sinhala Medium)

**MEDIUM** : English / Sinhala

**COURSE FEE** : LKR 6 000 per participant +12% VAT (LKR 6 720)

**WORKSHOP ON ISO 9001:2008 STANDARD AND**

**THE PREPARATION OF QUALITY MANUAL**

ISO 9001 helps thousands of companies worldwide manage their processes to become more efficient and

cost-effective. Progressive companies find that ISO 9001 process can offer real strategic value, especially if it is

aligned with corporate goals and objectives. This workshop is designed for companies wish to implement ISO 9001 in their organizations. Participants will learn how to interpret the appropriate ISO 9001 standard, how to develop an implementation plan and how to write a Quality Manual and related procedures for compliance with the standard. Case studies will be used to provide examples from various sectors. The programme is designed for personnel involved in planning, implementing and documenting quality procedures and work instructions.

**OBJECTIVE**

To introduce the ISO 9001:2008 Standard and to provide a practical approach in

preparing the documentation needed to implement an ISO 9001 Quality Management System.

**NO. OF PROGRAMMES FOR THE YEAR :**

04

**FOR WHOM**

Senior and middle managers of organizations, who want to understand the requirements of the ISO 9001 Standard; the requirements for a Quality Management System and how to prepare for certification.

**COURSE CONTENTS**

Introduction to ISO 9000, ISO 9001 and ISO 9004 Standards

Detailed requirements of ISO 9001 Standard

Development of Company Quality Manual (Documentation of Quality System)

Procedure Manuals

Work Instructions

Recommended formats

Steps in the ISO 9001 Certification Process

**DURATION & TIME :** 02 full days (0900 h to 1215 h and 1245 h to 1600 h)

2012-01-19 to 2012-01-20

2012-04-19 to 2012-04-20

2012-07-26 to 2012-07-27

2012-11-07 to 2012-11-08

**MEDIUM** : English

**COURSE FEE** : LKR 8 000 per participant +12% VAT (LKR 8 960)

**WORKSHOP ON INTERNAL AUDITING AS PER ISO 9001 : 2008 QUALITY MANAGEMENT SYSTEMS**

Once you have set up your ISO 9001 Quality System you will need to perform internal audits. This shows how the system is working and how you can improve it continually. This workshop provides the information on how to prepare an audit plan, conduct opening meetings, auditing techniques, how to find objective evidence and how to raise non conforming reports and to take followup actions.

**OBJECTIVE**

To impart knowledge in developing and implementing internal quality system

audit programmes that meet the requirements of ISO 9001 : 2008.

**NO. OF PROGRAMMES FOR THE YEAR :**

07 (English)

01 (Sinhala)

**FOR WHOM**

For personnel who will conduct, manage and participate in internal quality audits

and also for those who seek certification/registration of their companies against

ISO 9001 : 2008 Standard

**COURSE CONTENTS**

Overview of ISO 9000 Standards

Elements comprising a Quality Management System

Use of ISO 19011 Standard in Quality Auditing

Planning and Scheduling Audits

Audit Checklists and Procedures

Performing the Audit

Reporting Audit Results and Follow-up Activities

Skills of the Quality Auditor

**DURATION & TIME :** 02 full days (0900 h to 1215 h and 1245 h to 1600 h)

English Medium Sinhala Medium

2012-01-23 to 2012-01-24 2012-04-26 to 2012-04-27

2012-03-08 to 2012-03-09

2012-05-03 to 2012-05-04

2012-06-21 to 2012-06-22

2012-08-02 to 2012-08-03

2012-09-27 to 2012-09-28

2012-11-21 to 2012-11-22

**MEDIUM** : English / Sinhala

**COURSE FEE** : LKR 8 000 per participant +12% VAT (LKR 8 960)

**TRAINING PROGRAMME ON ISO 9001 : 2008 STANDARD FOR SUPERVISORY GRADES**

No management strategy would result in an effective outcome unless the organizations receive maximum support from its employees at operative levels. This interactive one-day programme highlights the philosophy behind the standard and its acceptable exclusions, implementation documentation and auditing.

**OBJECTIVES**

To introduce ISO 9001 : 2008 Standard and the role of Supervisor in Documentation and Implementation of Quality Management Systems.

**NO. OF PROGRAMMES** **FOR THE YEAR** :

03 (English)

02 (Sinhala)

**FOR WHOM**

Supervisors who wish to understand the requirements of a Quality Management

System and prepare themselves for the implementation of the system

**COURSE CONTENTS**

Introduction to ISO 9001 : 2008 Standards

Requirements of ISO 9001 : 2008 Standard/details of a few selected Elements

Procedure Manuals

Work Instructions

Installation of Quality Management Systems

**DURATION & TIME :** 01 full day (0900 h to 1215 h and 1245 h to 1600 h)

English Medium Sinhala Medium

2012-05-02 2012-02-02

2012-08-08 2012-09-18

2012-11-23

**MEDIUM :** English / Sinhala

**COURSE FEE** : LKR 3 000 per participant +12% VAT (LKR 3 360)

**ISO 9001 QUALITY MANAGEMENT SYSTEM**

**AUDITOR/LEAD AUDITOR COURSE**

**IRCA Registered Code Number : A 17027**

**Course Provider : Nigel Bauer Associates, UK**

With explosion of interest in Quality Improvement throughout the world specially on the basis of ISO 9000 QMS, auditing is recognized as an extremely powerful tool to ensure the adequacy of operation and effectiveness of such established programmes. At the same time it is equally vital to conduct audits in a very professional manner by ‘right type of person’ to gain the confidentiality on the overall operation without causing antagonism or ill feeling specially to the auditee. This course is one of a series of courses offered by Nigel Bauer & Associates providing a comprehensive training for auditors, the service being based on the modular approach to auditor training adopted by U K International Register of Certificated Auditors (IRCA).

**OBJECTIVES**

To impart knowledge in developing and implementing Quality Management System audit programmes that meet the requirements of ISO 9001 : 2008 Standard.

To provide training requirements for individuals seeking registration as

Auditors/Lead Auditors with International Register of Certificated Auditors (IRCA)-UK.

**NO. OF PROGRAMMES FOR THE YEAR :**

02

**FOR WHOM**

For personnel who will conduct, manage and participate in internal quality audits,

For those seeking ISO 9001 : 2008 certification for their companies

For persons who wish to register as Auditor/Lead Auditor with International

Register of Certificated Auditors (IRCA), UK.

**COURSE CONTENTS**

IRCA Registration Scheme

An Overview of ISO 9001:2008 Quality Management System

Requirements of ISO 19011 Standard

Quality Auditing

Assessment Process

Audit Tools and Techniques

Examples and Work Sheets

**DURATION & TIME :** 05 full days (0830 h to 1830 h )

2012-06-11 to 2012-06-15

2012-11-12 to 2012-11-16

**MEDIUM** : English

**COURSE FEE** : LKR 36 000 per participant + 12 % VAT (LKR 40 320)

**SEMINAR ON CALIBRATION FOR ISO 9001 : 2008**

**QUALITY MANAGEMENT SYSTEMS**

All equipment used in the production, validation, development and testing of products must be maintained and calibrated. Maintenance includes periodic service of equipment to ensure that it is in good working order. Calibration includes tracing the accuracy of the device back to a primary standard. The calibration of all the test and measurement equipment in a facility can be very expensive. It can also limit the ability to produce products while equipment is out for calibration. For these reasons, calibration and maintenance is a time consuming and critical part of any ISO 9001 certified quality system. This seminar is a concise introduction to the ISO 9001:2008 requirements for maintaining and calibrating measurement and monitoring equipments.

**OBJECTIVE**

To impart comprehensive knowledge on selection, maintenance, handling and

calibration of measuring and testing equipments for ISO 9001:2008

Quality Management System.

**NO. OF PROGRAMMES FOR THE YEAR :**

02

**FOR WHOM**

Managers, Executives and Supervisors

**COURSE CONTENTS**

Basic Concepts in Calibration

Traceability of measurement

ISO 9001:2008 requirements with regard to calibration

**DURATION & TIME :** 01 full day (0900 h to 1215 h and 1245 h to 1600 h)

2012-04-05 (English Medium)

2012-09-10 (Sinhala Medium)

**MEDIUM :** English / Sinhala

**COURSE FEE** : LKR 3 000 per participant +12% VAT (LKR 3 360)

**TRAINING PROGRAMME ON LABORATORY QUALITY MANAGEMENT**

Analytical Testing Laboratories, like any type of complex system, exhibit an inherent variability that must be assessed and controlled in order to assure quality results. An established Laboratory Quality Management (LQM) Programme will lead to reduced analytical variation, which means reduced product

variation. Such a programme will make your laboratory operation more efficient and in turn reduce processing and product cost. The primary advantage is to increase your confidence in analytical results.

Training Programme on Laboratory Quality Management will provide you the knowledge of technical and non-technical factors that affect laboratory variability according to ISO/IEC 17025 which outlines the requirements of a complete LQM programme. The ISO/IEC 17025 Standard requirements such as written policy, management review, document controls, contracts, purchasing, complaint handling, control of non-

conforming test results, corrective action protocols, audits and continual improvement are covered in the

programme.

**OBJECTIVE**

To impart knowledge on the requirements for the competence of Testing and

Calibration Laboratories as per ISO/IEC 17025 : 2005 Standard.

**NO. OF PROGRAMMES FOR THE YEAR :**

01

**FOR WHOM**

Laboratory Managers

Lab Technicians

Medical Laboratory Technicals

**COURSE CONTENTS**

Quality Management Concepts

Introduction to ISO/IEC 17025 : 2005 Standard

Equipment Management

Calibration, Traceability and Equipment Assurance

Errors, Uncertainty of Measurements and Precision

Safety in Laboratories

Purchasing Control

Laboratory Quality Control

Laboratory Quality Manual

Implementing Quality Systems

**DURATION & TIME :** 03 full days (0900 h to 1215 h and 1245 h to 1600 h)

2012-08-13 to 2012-08-15

**MEDIUM** : English

**COURSE FEE** : LKR 8 000 per participant +12% VAT (LKR 8 960)

**WORKSHOP ON BASIC CONCEPTS OF QUALITY AND PRODUCTIVITY**

The course is designed for participants who involve in operational activities in manufacturing and service sector organizations interested in learning about basic tools and concepts of quality. The programme

emphasizes on basics of quality and productivity improvements achieving the highest level of quality excellence. This introductory course in fundamental quality and productivity practices and principles will be effective for employee training, orientation and reinforcing.

**OBJECTIVE**

To give awareness on Basic Concepts of Quality and Productivity and techniques

used to improve Quality and Productivity.

**NO. OF PROGRAMMES FOR THE YEAR :**

02

**FOR WHOM**

Supervisors/Junior Executives and others involved in Quality and Productivity

Improvement activities

**COURSE CONTENTS**

Quality and Productivity - Basic Concepts

Total Quality Management

Productivity indicators in an organization

Corporate culture for Quality and Productivity improvement

‘Kaizen’ and Continuous Improvement

Application of 5 S Housekeeping Practices

Team approach to improve Quality and Productivity

**DURATION & TIME : 02 full days ( 0900 h to 1215 h and 1245 h to 1600 h )**

2012-04-02 to 2012-04-03 (English Medium)

2012-07-04 to 2012-07-05 (Sinhala Medium)

**MEDIUM :** English/Sinhala

**COURSE FEE :** LKR 6 000 per participant + 12 % VAT (LKR 6 720)

**TRAINING PROGRAMME ON 5 S APPLICATIONS IN PRODUCTIVITY AND QUALITY IMPROVEMENT**

The Japanese management practice of 5S Good Housekeeping and Workplace Organization has gained widespread acceptance in Sri Lanka . 5S is a simple and immensely practical approach to quality improvement. Traditionally used in manufacturing companies for little more than housekeeping, its

latent power has yet to be leveraged by service companies. This programme is designed to give a blueprint for 5S implementation that can take manufacturing and service sector organizations to greater heights.

The principles can also be applied to offices, education institutes, hospitals and hotels that wish to adopt 5S to its full potential.

**OBJECTIVE**

To create awareness on the importance of the 5 S in productivity and quality improvement in manufacturing and service sector organizations.

**NO. OF PROGRAMMES FOR THE YEAR :**

05 (Sinhala)

03 (English)

**FOR WHOM**

Office and Factory Staff ( Sinhala Programme)

Managers and Supervisors (English Programme)

**COURSE CONTENTS**

|  |  |
| --- | --- |
| Total Quality Management  Introduction to 5 S  Elements of 5 S  Effective implementation of 5 S  Evaluation of 5 S practices | \*\*\* Preparation of 5 S Policy and Objectives  - Manual  - Procedures  - Monitoring performance using Radar Charts  - Conducting 5 S Audits |

**DURATION & TIME :**

Half day (Sinhala)\* 01 full day (English)\*\* 02 full days (English)\*\*\*

2012-01-26 2012-05-08 2012-06-25 to 2012-06-26

2012-04-05 2012-11-20

2012-07-05

2012-10-02

2012-12-05

0900 h to 1245 h 0900 h to 1215 h and 1245 h to 1600 h

**MEDIUM :** Sinhala/English

**COURSE FEE :**

\* LKR 1 500 per participant + 12 % VAT (LKR 1 680)

\*\* LKR 3 000 per participant + 12 % VAT (LKR 3 360)

\*\*\*LKR 6 000 per participant + 12 % VAT (LKR 6 720)

**TRAINING PROGRAMME ON TEAM WORK AND ROLE OF QUALITY CIRCLES IN TOTAL EMPLOYEE PARTICIPATION**

“When teamwork kicks in, nobody can beat you.” Whether it’s two people, a department, or an organization, teams are the means by which great things get done. Unfortunately, not all work groups exhibit teamwork. So, how can groups develop this sense of community and cohesiveness? When and

how does teamwork kick in? The key is effective teamwork training. This course will show the delegates the basics of teamwork and problem solving. The course will ensure that all team members have a

unified approach to problem solving. Although this effort appears simple, unless delegates have the same

approach, there will be undue waste of time since employees cannot agree on a common method of problem solving. The course shows how the 7 QC Tools are used in problem solving through Quality Circles.

**OBJECTIVE**

To enhance employee participation in Quality and Productivity improvement activities

in Industry/Service sectors.

**NO. OF PROGRAMMES FOR THE YEAR :**

02

**FOR WHOM**

Supervisors and Operatives

**COURSE CONTENTS**

Team Work

Concept of Quality Circles

Application of Seven Tools of Quality Control

Problem Solving through Quality Circles

Practical examples

**DURATION & TIME : 02 full days ( 0900 h to 1215 h and 1245 h to 1600 h )**

2012-03-27 to 2012-03-28

2012-09-06 to 2012-09-07

**MEDIUM :** Sinhala

**COURSE FEE :** LKR 6 000 per participant + 12 % VAT (LKR 6 720)

**TRAINING PROGRAMME ON APPLICATION OF SEVEN QUALITY CONTROL TOOLS (Q7) AND SEVEN NEW MANAGEMENT TOOLS (N7) FOR CONTINUAL IMPROVEMENT (AS PER ISO 9001 AND NATIONAL QUALITY AWARD (NQA) MODELS)**

This is a comprehensive and interactive training programme that teaches operators, engineers, and

supervisors how to use statistical process control. It is ideal for training new employees how to use

07 tools in their jobs and is also a good refresher for experienced employees. Learners will be able to:

Better understand variation in manufacturing processes including patterns and measures of variation.

Monitor and control variation with variable and attribute control charts. Describe basic process

capability concepts and the importance of capability when using control charts and sampling techniques

and inspection for ISO 9001 quality management system .

**OBJECTIVE**

To impart knowledge on the implementation of Seven Basic Tools of Quality

Control and Seven New Management Tools for Continual Improvement in Industries.

**NO. OF PROGRAMMES FOR THE YEAR :**

**01**

**FOR WHOM**

Managers and Executives who wish to learn and apply seven quality control tools and seven new management tools in their systems for quality improvement

**COURSE CONTENTS**

Basic Concepts of Quality and Total Quality Management

Data Collection and Sampling

Seven Basic Tools of Quality Control and New Seven Tools for Continual Improvement

Implementation of Seven Tools in ISO 9000 and NQA Models

**DURATION & TIME :** 03 full days ( 0900 h to 1215 h and 1245 h to 1600 h )

2012-08-20 to 2012-08-22

**MEDIUM :** English

**COURSE FEE :** LKR 8 000 per participant + 12 % VAT (LKR 8 960)

**WORKSHOP ON DEVELOPMENT AND DOCUMENTATION**

**OF ENVIRONMENTAL MANAGEMENT SYSTEMS**

**AS PER ISO 14001:2004**

ISO 14001 is a standard concerned with environmental management and the way an organization goes

about minimizing its harmful effects on the environment. ISO 14001 based Environmental Management System as an proactive management tool allows an organization of any size or type to control the impact of its activities, products or services on the environment. This two-day workshop is aimed at companies

involved in implementing an ISO 14001 Environmental Management Systems (EMS). Through a review

of the background and development of the standard along with in-depth analysis of its components, participants will learn how to interpret ISO 14001, develop an ISO 14001 implementation plan and prepare ISO 14001 documentation which is compliant with the standard. Case studies are used to provide working

examples throughout the course.

**OBJECTIVE**

To provide awareness to Industries on ISO 14001 standard in developing

Environmental Management Systems, environmental auditing, manual

writing and performance evaluation.

**NO. OF PROGRAMMES FOR THE YEAR :**

03

**FOR WHOM**

Senior and Middle Managers who wish to implement Environmental

Management Systems in their organizations

**COURSE CONTENTS**

Interpretation of ISO 14001 Standard Requirements

Environmental Aspects and Impacts

Manual writing

Procedures and Work Instructions

EMS Auditing

Case study

**DURATION & TIME :** 02 full days ( 0900 h to 1215 h and 1245 h to 1600 h )

2012-03-21 to 2012-03-22

2012-06-07 to 2012-06-08

2012-10-23 to 2012-10-24

**MEDIUM :** English

**COURSE FEE :** LKR 8 000 per participant + 12 % VAT (LKR 8 960)

**TRAINING PROGRAMME ON THE EVALUATION OF ENVIRONMENTAL ASPECTS**

**& IMPACTS & LEGAL REQUIREMENTS IN ENVIRONMENTAL MANAGEMENT SYSTEMS**

Systematic identification and evaluation of the potential aspects, impacts and legal issues on any manufacturing processes proposed projects, with respect to the indicators of the physical-chemical, biological (ecological), cultural, and socioeconomic components of the total environment is essential for an effective establishment of Environmental Management System. This training programme aimed at

companies who needs to identify their environmental aspects and impacts in-order to involve in

implementing Environmental Management System (EMS).

**OBJECTIVE**

To impart knowledge on the evaluation of environmental aspects and impacts and applicable legal requirements for the successful implementation of an Environmental Management System.

**NO. OF PROGRAMMES FOR THE YEAR :**

**02**

**FOR WHOM**

Managers and Executives

**COURSE CONTENTS**

Identification of Environmental Aspects

Evaluation of Environmental Aspects

Identification of Significant Environmental Impacts

National Environmental Act

Other relevant Legal Requirements

**DURATION & TIME :** 01 full day ( 0900 h to 1215 h and 1245 h to 1600 h )

2012-03-15

2012-08-03

**MEDIUM :** English

**COURSE FEE : L**KR 3 000 per participant + 12 % VAT (LKR 3 360)

**TRAINING PROGRAMME ON MANAGEMENT OF INDUSTRIAL SOLID WASTE, WASTE WATER AND AIR EMISSIONS**

Industrial Solid waste, Waste water and Air emissions are likely to grow rapidly with a strong economy. As

industrialization and development continue at a rapid pace and as populations increase, so do problems of

pollution and waste generation that are associated with them. Hazardous waste has inherent problems of

transport, treatment and disposal that distinguish it from other classes of waste and make it particularly

difficult to manage.

This program will provide an understanding of the principles underlining effective waste management from

generation, to transport to treatment and finally disposal.

**OBJECTIVES**

To give awareness on the minimization of Solid Waste, Waste Water, Air Emissions with a view to reducing environmental impacts and the rate of depletion of resources and also extract more value from waste resulting in a green environment.

**NO. OF PROGRAMMES FOR THE YEAR :**

02

**FOR WHOM**

For Managers and Executives

**COURSE CONTENTS**

Solid Waste Management

Waste Water Management

Control of Air pollution

Applicable Regulations and Standards

3 R (Reduce, Reuse and Re-cycle) Principle and their applications

Cleaner Production

ISO 14001 Environmental Management System Certification

**DURATION & TIME :** 02 full days ( 0900 h to 1215 h and 1245 h to 1600 h )

2012-02-20 to 2012-02-21

2012-09-13 to 2012-09-14

**MEDIUM :** English

**COURSE FEE :** LKR 6 000 per participant + 12 % VAT (LKR 6 720)

**ISO 14001 AUDITOR/LEAD AUDITOR COURSE**

IRCA Registered Code Number : A 14479

Course Provider : Nigel Bauer Associates, UK

The course curriculum follows the basic steps of an EMS audit, from Preparation and Evaluation, to

Reporting and Corrective Action. Attendees learn auditing processes and procedures using the Guidelines for Quality and/or Environmental Management Systems Auditing (ISO 19011:2002) standard, as well as the ISO

14001 standard. The training provides insights into external audits, such as third-party registrars and

supplier audits and also includes key concepts that can be applied within ones own internal audit program. Practical workshops, case studies, and simulated audits are used to practice new skills and techniques.

Competency-based exercises are conducted throughout the course, and a final written examination is

administered on the last day of training.

**OBJECTIVES**

To impart knowledge in developing and implementing Environmental Management System Audit programmes that meet the requirements of ISO 14001Standard.

To provide training requirements for individuals seeking registration as Auditors/Lead Auditors with International Register of Certificated Auditors (IRCA) - UK

**NO. OF PROGRAMMES FOR THE YEAR :**

01

**FOR WHOM**

EMS Quality System Auditors who wish to develop their skills in EMS Auditing;

Environmental professionals who wish to audit EMS and others who are familiar with EMS Standards, Management System Audits and auditing principles.

**COURSE CONTENTS**

EMS Auditor Registration Scheme

Understanding ISO 14001

Environmental Management and Audit Scheme

EMS Audit Process

Techniques for the Identification of Environmental Aspects

Environmental Law

**DURATION & TIME :** 05 full day (0830 h to 1830 h)

On Demand

**MEDIUM :** English

**COURSE FEE** : LKR 36 000 per participant +12% VAT (LKR 40 320)

**DIPLOMA IN FOOD QUALITY ASSURANCE (4th PROGRAMME)**

**1 Year Part Time**

Food safety and hygiene had become important issues not only for food products meant for exports to overseas markets, but also for the domestic market as more and more people are getting aware of

the safety and hygiene aspects of food products.

With the growing concern on safety of food, it is important that industry employ quality assurance staff

who are well knowledgeably and competent in quality assurance in food processing activities.

Diploma in Food Quality Assurance is designed and offered by SLSI to cater the current demand in the food sector. The Diploma is primarily aiming to provide participants with an in-depth theoretical and

practical knowledge of Food Hygiene, Quality / Food Safety Management Systems and to enable them to

exercise management controls for the production of safe food.

**OBJECTIVES**

The course is designed to enable executives and managers of Catering, Food and Food related industries to gather in-depth theoretical and practical knowledge of food hygiene, quality/food safety management systems and to enable them to exercise management controls for the production of safe food.

**NO. OF PROGRAMMES FOR THE YEAR :**

01

**FOR WHOM**

Managers, Executives involved in Food Quality Assurance, Trainers, Executive Chefs, Sous Chefs, Owners of Food Businesses, Hygiene Personnel and Hygiene Auditors, Graduates Undergraduates, Diploma holders who wish to earn professional qualifications in Food Quality Assurance

**COURSE CONTENTS**

|  |  |
| --- | --- |
| Fundamentals of Industrial Quality Management  Food Microbiology  Chemical Contaminants  Sensory Evaluation of Food  Food Preservation  Food Packaging  Design and Construction of Food Premises and Equipment  Chemical Changes and Food Spoilage  Chemical Analysis of Food  Measurement Assurance in Food Quality  Post Harvest Technology  Safety and Quality in Manufacturing Bakery Products, Dairy Products, Beverages, Bottled Water, Meat & Fish Products | ISO 17025 Laboratory Quality Management System & Laboratory Accreditation Assessment  Systems Approach for Quality & Environment (ISO 9001/ISO 14001)  Auditing as per ISO 19011  Food Safety Management Systems in Food Industry (GMP/HACCP/ISO 22000)  Organic Certification  Food Standards, Food Act and its Regulations  Economics of Adoption of FSMS in Food Processing Sector  Organizational Management & Marketing in Food Industry  Quality Assurance techniques |

Project - Four (04) Months ( at least 20 Man days )

**DURATION & TIME :** 40 full days (Sundays)

2012-02-12, 0900 h to 1215 h and 1245 h to 1600 h

**MEDIUM :** English

**COURSE FEE :** LKR 50 000 per participant + 12 % VAT (LKR 56 000)

**(Certificates will be awarded on successful completion of the Evaluation tests and the Project)**

**TRAINING PROGRAMME ON FOOD HYGIENE**

The law requires proprietors of food businesses to ensure that food handlers are trained, instructed and supervised in issues of food hygiene that are appropriate to the work they carry out.

Most food poisoning outbreaks are caused by carelessness or lack of knowledge of the people involved in the food chain.

One of the most successful and cost effective methods of reducing the risk of food poisoning is to ensure that all staff receive comprehensive training in the aspect of hygiene relating to their work.

A well trained and informed supervisory staff is essential in every food establishment.

**OBJECTIVES**

To impart knowledge on the principles of food hygiene and also to highlight the practices and

procedures to be followed in the prevention of health hazards and spoilage risks in food.

**NO. OF PROGRAMMES FOR THE YEAR :**

02

**FOR WHOM**

Managers, Executives, Supervisors, Chefs and Sous Chefs in the Food and Hotel Industry

**COURSE CONTENTS**

Micro-organisms and their habits

Food Contamination and Prevention of Food Poisoning

Design of Premises, Equipment Sanitation

Personal Hygiene, Housekeeping, Pest Control

Raw Material Quality

Water Sanitation

Food Act and its Regulations

**DURATION & TIME :** 02 full days ( 0900 h to 1215 h and 1245 h to 1600 h )

2012-05-10 to 2012-05-11 (English Medium)

2012-08-23 to 2012-08-24 (Sinhala Medium)

**MEDIUM :** English/Sinhala

**COURSE FEE :** LKR 6 000 per participant + 12 % VAT (LKR 6 720)

**TRAINING PROGRAMME ON FOOD HYGIENE & GMP FOR RESTAURANTS AND CATERING ESTABLISHMENTS**

Food Poisoning at restaurants and catering establishments is generally caused by negligence or ignorance

and consequently most experts in food hygiene believe that a reduction in the high level of food poisoning cases will only be achieved by the education of food handlers.

The correct handling of food at all stages in its receiving, preparation, serving, storage, distribution and sale is essential to ensure that the food remains safe and wholesome. This in turn will ensure a profitable operation by reducing food spoilage and exposure of customers to food poisoning.

**OBJECTIVES**

To impart knowledge on the principles of food hygiene and also to highlight the practices

to be followed in the prevention of food contamination, spoilage risks in food and food poisoning.

**NO. OF PROGRAMMES FOR THE YEAR :**

02

**FOR WHOM**

Managers, Executives, Executive Chefs and Sous Chefs in the Hotel and Catering Establishments

**COURSE CONTENTS**

Introduction to Food Hygiene

Supply Chain Management

Food Contamination

Food Spoilage

Food Poisoning

Prevention of Food Contamination, Food Spoilage and Food Poisoning

Design of Premises and Equipment

Pest Control

Personal Hygiene and Housekeeping as per SLS 143

Food Act and its Regulations

Introduction to Food Safety Management Systems

**DURATION & TIME :** 02 full days ( 0900 h to 1215 h and 1245 h to 1600 h )

2012-03-26 to 2012-03-27 (English Medium)

2012-10-18 to 2012-10-19 (Sinhala Medium)

**MEDIUM :** English/Sinhala

**COURSE FEE :** LKR 6 000 per participant + 12 % VAT (LKR 6 720)

**TRAINING PROGRAMME ON BOTTLED DRINKING WATER**

Sale of bottled water in the country has exploded in recent years, largely as a result of a public perception

of purity driven by advertisements and packaging labels featuring pristine glaciers and crystal-clear mountain springs.

According to the law it is mandatory to obtain one of two registrations, namely for “bottled drinking water” or “bottled natural mineral water” issued by the Ministry of Health in order to manufacture

and market these product .

The Sri Lanka Standards Institution also provides an additional independent certification scheme which

is not mandatory for the two definitions of bottled water namely SLS 894 for “bottled drinking water”

and SLS 1038 for “bottled natural mineral water”.

The Ministry of Health (MoH) works very closely with the Sri Lanka Standards Institute (SLSI) and has nominated SLSI to carry out all audits and analysis (micro biological and chemical) of source water and finished product prior to a registration being issued to an Applicant. This programme is deigned to impart the knowledge on establishing premises for bottled drinking water.

**OBJECTIVES**

To impart knowledge on establishing premises for Processing of Bottled

Drinking Water. To provide knowledge necessary for Health Ministry

Registration and SLS Mark Scheme.

**NO. OF PROGRAMMES FOR THE YEAR :**

02

**FOR WHOM**

Managers, Executives, Supervisors, involved in Manufacturing of Bottled

Drinking Water

**COURSE CONTENTS**

Selection of Water Source

Hydrogeological Report of Water Source

Water Purification Techniques

Code of Practice for General Principles of Food Hygiene SLS 143

Code of Hygienic Practice for Bottled (Packaged) Drinking Water SLS 1211

Specification for Bottled (Packaged) Drinking Water SLS 894

SLS Marking Scheme

Health Ministry Registration

**DURATION & TIME :** 01 full day ( 0900 h to 1215 h and 1245 h to 1600 h )

2012-05-21

2012-10-22

**MEDIUM :** Sinhala

**COURSE FEE :** LKR 3 000 per participant + 12 % VAT (LKR 3 360)

**WORKSHOP ON ISO 22000:2005 FOOD SAFETY MANAGEMENT SYSTEMS (HACCP SYSTEM)**

ISO 22000:2005 specifies requirements for a Food Safety Management System where an organization in the food chain needs to demonstrate its ability to control food safety hazards in order to ensure that food is safe at the time of human consumption. It is applicable to all organizations, regardless of size, which are involved in any aspect of the food chain and want to implement systems that consistently provide safe products. The means of meeting any requirements of ISO 22000 can be accomplished through the use of internal and/or external resources.

**OBJECTIVE**

To create an awareness on developing Safety Assurance Systems in Food Processing

Industry which will comply to ISO 22000; Food Safety Management Systems.

**NO. OF PROGRAMMES FOR THE YEAR :**

05

**FOR WHOM**

Senior and Middle Managers and Supervisors in Food Processing and

Food Handling Industries, Hotels, Restaurants and Hospitals

**COURSE CONTENTS**

Introduction to ISO 22000

Food Safety Management Systems

Management Responsibilities

Resource Management

Planning and Realization of Safe Product

Validation, Verification and Improvement of the Food Safety

Management Systems

Installation of Food Safety Management System based on ISO 22000,

towards 3rd party certification

**DURATION & TIME** :02 full days ( 0900 h to 1215 h and 1245 h to 1600 h )

2012-02-16 to 2012-02-17

2012-05-24 to 2012-05-25

2012-07-24 to 2012-07-25

2012-09-20 to 2012-09-21

2012-12-06 to 2012-12-07

**MEDIUM :** English

**COURSE FEE** : LKR 8 000 per participant + 12 % VAT (LKR 8 960)

**WORKSHOP ON INTERNAL AUDITING AS PER**

**HACCP/ISO 22000:2005 FOOD SAFETY MANAGEMENT SYSTEMS**

With greater consumer awareness of food hygiene and safety issues the need is greater than ever for food processors to develop and maintain effective food safety management systems. To effectively manage the HACCP systems, they need to be reviewed and audited (verified) on a planned frequency by trained Auditors. Many Internal Audits are conducted in a haphazard manner providing very little useful information. Effective internal Auditing is the key to maintaining compliance with these standards.

**OBJECTIVE**

To impart knowledge in developing and implementing Internal Audits that meets the requirements of HACCP/ISO 22000:2005.

**NO. OF PROGRAMMES FOR THE YEAR :**

02

**FOR WHOM**

HACCP and ISO 22000 Auditors, Senior and Middle Managers in Food Processing and Food Handling Industries, Chefs and Sous Chefs in Hotels, Restaurants and Hospitals

**COURSE CONTENTS**

Introduction to Hazard Analysis Critical Control Points Systems (HACCP) and

Food Safety Management Systems based on ISO 22000:2005

Principles of Auditing as per ISO 19011 Standards

Planning, Scheduling and Performing HACCP/ISO 22000 Audits

Reporting Audit Results and Follow up Actions

**DURATION & TIME :** 02 full days (0900 h to 1215 h and 1245 to 1600 h)

2012-03-29 to 2012-03-30

2012-09-04 to 2012-09-05

**MEDIUM :** English

**COURSE FEE :** LKR 8 000 per participant + 12 % VAT (LKR 8 960)

**TRAINING PROGRAMME ON GLOBALGAP**

Committing to a safe and sustainable agriculture GlobalGAP is a European based trade organization whose members consists of growers, Product Marketing Organizations (PMO), growers, co-operatives, food manufacturers and retailers.

GlobalGAP has developed an auditable standard promoting Good Agricultural Practices (GAP). The scope of GlobalGAP currently covers the production of fruit, vegetables, combinable crops, green coffee, tea,

flowers and ornamentals, livestock, feed, nursery stock and aquaculture. GlobalGAP has support from major European retailers, PMOs and growers on a global basis.

The GlobalGAP protocol defines the elements of Good Agricultural Practices (GAP). It includes topics such as Integrated Crop Management (ICM), Integrated Pest Control (IPC), Quality Management System (QMS), Hazard Analysis and Critical Control Points (HACCP), worker health, safety, welfare and environmental pollution and conservation management.

**OBJECTIVE**

To impart knowledge on essential elements of GLOBALGAP system for the

development of best practices for production of crops, livestock and aquaculture,

acceptable to leading retail groups worldwide.

To highlight procedures to be followed to obtain GLOBALGAP certificate.

**NO. OF PROGRAMMES FOR THE YEAR :**

01

**FOR WHOM**

Superintendents, Managers, Executives and Growers of Tea Plantations

Managers and Executives in Livestock Industry, Aqua culturists

**COURSE CONTENTS**

Introduction to GLOBALGAP

Cultivation/farming according to GAP Procedures

Control Points and Compliance Criteria for Integrated Farm Assurance - Crop Base (Tea),

Livestock Base, Aquaculture Base

Related Regulatory and Statutory Requirements

Certification Procedure

**DURATION & TIME :** 01 full day(0900 h to 1215 h and 1245 to 1600 h)

2012-08-07

**MEDIUM :** English

**COURSE FEE** : LKR 3 000 per participant + 12 % VAT (LKR 3 360)

I**SO 22000 AUDITOR/LEAD AUDITOR COURSE**

IRCA Registered Code Number : A 17358

Course Provider : Nigel Bauer Associates, UK

The purpose of this training course is to provide food chain professionals with the skills and knowledge

necessary to audit Food Safety Management Systems (FSMS) with a view to assess the adequacy of the design, implementation and improvement of a food industry organizations FSMS against ISO 22000:2005 and in accordance with ISO 19011. This course is designed for experienced food safety professionals with an understanding of the management systems approach to food safety and the

skills required to audit effectively against FSMS.

**OBJECTIVES**

To impart knowledge in developing and implementing Food Safety Assurance System programme that meet the requirements of ISO 22000 Standard.

To provide training requirements for individuals seeking registration as Auditors/Lead Auditors with International Accreditation Bodies.

**NO. OF PROGRAMMES FOR THE YEAR :**

01

**FOR WHOM**

Senior and Middle Managers, Supervisors in Food Processing and Food Handling Industries, Chefs and Sous Chefs in Hotels and Restaurants

**COURSE CONTENTS**

Basic Concepts of Quality

Introduction to ISO 22000 Food Safety Management Systems

Good Manufacturing Practices (GMP)

Pre-Requisite Programmes

Operational Pre-Requisite Programmes

Application of ISO 22000 to Processing of Food

Assignments on Application of ISO 22000

Requirements of ISO 19011 Standard

FSMS Auditing

Audit Tools and Techniques

Steps in the ISO 22000 Certification/Registration Process

**DURATION & TIME** : 05 full days ( 0830 h to 1830 h )

On Demand

**MEDIUM :** English

**COURSE FEE** : LKR 37 500 per participant + 12 % VAT (LKR 42 000)

**WORKSHOP ON GOOD MANUFACTURING PRACTICES (GMP)**

Good Manufacturing Practice (GMP) as the minimum sanitary and processing requirements for producing safe

and wholesome food, they are an important part of regulatory control over the safety of the nation’s food supply.

GMP systems cover the design, manufacture, packaging, labeling, storage, delivery, installation and servicing of finished products and delivery of services.

This GMP training programme is designed for participants to acquire fundamental knowledge on the significance of hygiene practices in product handling and processing.

The training will also equip participants with the knowledge on crucial elements of the pre-requisite programmes (PRP) of food and beverage industries and aid the company towards future implementation of a HACCP system/FSMS.

**OBJECTIVE**

To identify/impart knowledge, skills and attitudes required in the development of a Good Manufacturing Practices (GMP) System and establishing systems documentation.

**NO. OF PROGRAMMES FOR THE YEAR :**

01 (English),

04 (Sinhala),

01 (Tamil)

**FOR WHOM**

**English Programme**

Senior and Middle Managers, Supervisors, Chefs and Sous Chefs in Food Processing and Food Handling Industries : Hotels, Restaurants, Plantations, Meat and Poultry, Fishery and Dairy

**Sinhala Programme / Tamil Programme**

Supervisors & Operatives in Food Processing and Food Handling Industries: Hotels, Restaurants, Plantations, Meat and Poultry, Fishery and Dairy

**COURSE CONTENTS**

Introduction to Good Manufacturing Practices (GMP)

General Principles of Food Hygiene in the Food Processing Environment

Interaction of GMP with SLS Certification Scheme, HACCP and ISO 9001 Quality Management System Certification

Food Act and its Regulations, Documentation of GMP System

Installation and implementation of GMP System

Certification of GMP System

**DURATION & TIME :**

02 full days **(English)**\* 01 full day **(Sinhala)**\*\*  Half Day **(Tamil)**\*\*\*

2012-07-09 to 2012-07-10 2012-02-01 2012-09-12

2012-06-20

2012-08-17

2012-12-04

0900 h to 1215 h and 1245 h to 1600 h 0900 h to 1245 h

**MEDIUM :** English/ Sinhala/ Tamil

**COURSE FEE :**

\* LKR 6 000 per participant + 12 % VAT (LKR 6 720)

\*\* LKR 3 000 per participant + 12% VAT (LKR 3 360)

\*\*\* LKR 1 500 per participant + 12 % VAT (LKR 1 680)

**WORKSHOP ON FOOD LABELLING REGULATIONS**

Packaging is the science, art and technology of enclosing or protecting products for distribution,

storage, sale and use. The subject of nutritional labeling of foods has been given extensive

coverage in the media and the general public is becoming increasingly interested in knowing more

about the food it purchases and consume. To provide consumers with the opportunity to develop

healthier diets by purchasing foods with known nutritional contents, clearly understood and usable

information is needed on food labels.

The course is designed to provide the knowledge of Labeling Regulation in Sri Lanka under the

Food Act No 26 of 1980.

**OBJECTIVES**

To impart knowledge on Food Labelling Regulations.

**NO. OF PROGRAMMES FOR THE YEAR :**

01

**FOR WHOM**

Supermarket Managers, Manufacturers including SLS permit holders, Importers

**COURSE CONTENTS**

Labeling Regulations

Common Violations

**DURATION & TIME** : Half day ( 0900 h to 1215 h)

2012-05-09

**MEDIUM :** Sinhala

**COURSE FEE** : LKR 1 500 per participant + 12 % VAT (LKR 1 680)

**TRAINING PROGRAMME ON MANAGING SAFETY AND HEALTH AT WORK FLOOR LEVEL**

Organizations of all kind are increasingly being concerned with achieving and demonstration sound

Occupational and Safety Performance. They do so in the context of increasingly stringent legislation,

the development economic policies in order to ensure the consistent and continuation of the business

with respect the interest of their customers.

Health and Safety law places duties on organizations and employers \, and directors are personally

liable when these duties are breached. By following the guidance, will help your organization find the best way to lead and promote health and safety and therefore meet its legal obligations.

The training will also equip participants with the knowledge on how to managing safety and health

at work floor level.

**OBJECTIVE**

To provide knowledge on how to managing safety & health at work floor level.

**NO. OF PROGRAMMES FOR THE YEAR :**

01

**FOR WHOM**

Production, Operational, Maintenance, Stores Executives, Team Leaders & Supervisors in Manufacturing & Service Organizations.

**COURSE CONTENTS**

Introduction to Fundamentals in Industrial Safety

Attitude change needed to Prevent Accidents

Compliance to rules, legislation and company standards

Hazard Identification

Introduction to Safety & Health Management Systems

**DURATION & TIME** : 01 full day ( 0900 h to 1600 h )

2012-07-06

**MEDIUM :** Sinhala

**COURSE FEE** : LKR 3 000 per participant + 12 % VAT (LKR 3 360)

**TRAINING PROGRAMME ON OCCUPATIONAL HEALTH AND SAFETY (OHS) MANAGEMENT SYSTEMS**

OHSAS 18001 is the internationally recognized assessment specification for Occupational Health

and Safety Management Systems.

It was developed by a selection of leading trade bodies, international standards and certification

bodies to address a gap and introduce as a mechanism for a third-party certifiable international standard

to exist.

An OHSMS promotes a safe and healthy working environment by providing a framework that allows

organization to consistently identify and control its health and safety risks, reduce the potential for

accidents, aid legislative compliance and improve overall performance.

**OBJECTIVE**

To provide knowledge on how to implement Occupational Health and Safety Management Systems in an organization.

**NO. OF PROGRAMMES FOR THE YEAR :**

02 (English)

01 (Sinhala)

**FOR WHOM**

Managers and Executives

**COURSE CONTENTS**

Occupational Health & Safety Management System Elements as per OHSAS 18001

Occupational Health and Safety Policy

Planning

Health and Safety at Work

Physical Environment in the Work Place

Accidents at Work and their Impacts on Productivity

Implementation and Operation

Auditing, Corrective Action and Follow-up Action

**DURATION & TIME**  **:** 01 full day ( 0900 h to 1215 h and 1245 h to 1600 h )

**English Sinhala**

2012-05-23 2012-06-27

2012-12-10

**MEDIUM** :English/Sinhala

**COURSE FEE :** LKR 3 000 per participant + 12 % VAT (LKR 3 360)

**LEAD AUDITOR COURSE ON OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEMS (OHSAS 18001)**

The programme reviews the OHSAS 18001 standard and will give participants an appreciation of

the importance of the hazard identification, risk assessment and risk control processes, and

the legal and regulatory requirements, which are at the core of an effective OH&S management system. OH&S audit methodology is covered by way of a series of interactive exercises and

examples which will require participants to work in groups on every stage of the audit process, from defining the audit objectives, roles and responsibilities, planning and preparing the audit,

conducting and reporting the audit, and finally following up on any corrective actions. The course is

designed to provide potential auditors of Occupational Health and Safety Management Systems with the knowledge, skills, principles and practices required for auditing an OHSAS 18001-based

OH&S management system.

**OBJECTIVE**

To impart knowledge to develop, maintain and assess the conformance to Occupational Health and Safety Management System based on OHSAS 18001 specifications.

**NO. OF PROGRAMMES FOR THE YEAR :**

01

**FOR WHOM**

Senior and Middle Managers who have identified the importance of Occupational Health and Safety Management Systems.

Health and Safety Engineers/Officers

Those who need to be OHSAS Auditors/Lead Auditors

**COURSE CONTENTS**

Understand an OHS Management System, including the principles, processes and techniques used for the assessment of risk and the significance of these in OHSMS

Scope of OHS Management Systems and understanding of requirements for Design, Implementation and Assessment (including other criteria as OHS legislation) against which OHS audit could be performed

Acquire knowledge and skills to plan, conduct, report and follow-up Management System audit in accordance with ISO 19011

**DURATION & TIME** : 05 full days ( 0830 h to 1830 h )

2012-03-12 to 2012-03-16

**MEDIUM :** English

**COURSE FEE** : LKR 36 000 per participant + 12 % VAT (LKR 40 320)

**SEMINAR ON BENCHMARKING & MEASURING BUSINESS PERFORMANCE**

Programme on Demand

**OBJECTIVES**

To identify benchmarking projects, collect data, analyze gaps in performance and integrate better practices and develop a framework for bencmarking implementation.

**NO. OF PROGRAMMES FOR THE YEAR**

On Demand

**FOR WHOM**

Managers and Executives

**COURSE CONTENTS**

Introduction to Benchmarking

Process of Benchmarking

Planning a Benchmarking Study

Adopting Benchmarking Study Results for improvement

**DURATION & TIME** : half day

0900 h to 1215 h

**MEDIUM :** English

**COURSE FEE :** LKR 1 500 per participant + 12 % VAT (LKR 1 680)

**TRAINING PROGRAMME ON CONTINUAL BUSINESS IMPROVEMENT (CBI)**

Programme on Demand

**OBJECTIVE**

To impart skills that can enhance the effectiveness of Business Management Systems by understanding the concepts and principles of Continual Business Improvement (CBI).

**NO. OF PROGRAMMES FOR THE YEAR**

On Demand

**FOR WHOM**

Senior/Middle Level Managers

**COURSE CONTENTS:**

Principles of Continual Business Improvement

Incremental Improvement

Breakthrough Improvement

Measurement for Improvement of Business Results

Concept of Variation and Tools of Continual Improvement

Management of Change

Organizational Culture

Determining Costs for Continual Improvement Strategies for Achieving CBI

Continual Improvement as given in the ISO 9001 Standard

**DURATION & TIME** : 02 full days

0900 h to 1215 h and 1245 h to 1600 h

**MEDIUM :** English

**COURSE FEE :** LKR 6 000 per participant + 12 % VAT (LKR 6 720)

**TRAINING PROGRAMME ON *”KAIZEN” -* CONTINUAL IMPROVEMENT**

**(THE SECRET BEHIND THE JAPANESE ECONOMIC MIRACLE)**

Programme on Demand

**OBJECTIVE**

To give awareness on ’*Kaizen’*, a Japanese Management Technique to build a positiveattitude

in employees for higher added value and profit.

**NO. OF PROGRAMMES FOR THE YEAR**

On Demand

**FOR WHOM**

Executives, Senior and Middle Managers of all functional areas

**COURSE CONTENTS**

*Kaizen* vs Innovation

*Kaizen* Approach to Problem Solving and Continual Improvement

Changing the Corporate Culture through *Kaizen*

**DURATION & TIME** : 01 full day

0900 h to 1215 h and 1245 h to 1600 h

**MEDIUM :** English

**COURSE FEE** : LKR 3 000 per participant + 12 % VAT (LKR 3 360)

**TRAINING PROGRAMME ON MEETING CUSTOMER NEEDS**

**FOR QUALITY AND PRODUCTIVITY IMPROVEMENT**

Programme on Demand

**OBJECTIVES**

To provide awareness on activities relating to the customer in an organization

for improved customer satisfaction.

To provide knowledge necessary to measure customer satisfaction and use them for Quality Improvement.

**NO. OF PROGRAMMES FOR THE YEAR**

On Demand

**FOR WHOM**

Managers and Executives

**COURSE CONTENTS**

Customer Focus

Customer and Market Knowledge

Customer Satisfaction

Measurement of Customer Satisfaction

Conducting Customer Surveys

Alternatives to Surveys

Customer interviews, focus groups, mystery shopping etc.

Calculating Customer Satisfaction Index

Handling of Customer Complaints

**DURATION & TIME :** 02 full day

0900 h to 1215 h and 1245 h to 1600 h

**MEDIUM :** English

**COURSE FEE** : LKR 6 000 per participant + 12 % VAT (LKR 6 720)

**TRAINING PROGRAMME ON SIX SIGMA**

Programme on Demand

**OBJECTIVE**

To understand the fundamental concepts, implementation and the benefits of Six Sigma.

**NO. OF PROGRAMMES FOR THE YEAR**

On Demand

**FOR WHOM**

Quality Assurance Managers, Senior Managers

**COURSE CONTENTS**

Measuring, Monitoring and Improving processes

Comparing Six Sigma and TQM

Applying Six Sigma

Increasing value

Experience of Six Sigma using ”Six Sigma Companies”

Six Sigma benefits

**DURATION & TIME** : 01 full day

0900 h to 1215 h and 1245 h to 1600 h

**MEDIUM : English**

**COURSE FEE :** LKR 3 000 per participant + 12 % VAT (LKR 3 360)

**TRAINING PROGRAMME ON INTEGRATION OF**

**MANAGEMENT SYSTEM STANDARDS**

Programme on Demand

**OBJECTIVES**

To understand the concept of Integration and Management of Multiple Systems;

To identify features in Business Management Systems which can be integrated

(such as ISO 9001, ISO 14001, ISO 22000, OHSAS 18001 and other Recognized

Management Systems).

**NO. OF PROGRAMMES FOR THE YEAR**

On Demand

**FOR WHOM**

Senior and Middle Managers who have a knowledge of Management Systems

**COURSE CONTENTS**

The generic elements of Management Systems

The concept of integration

The relationships between QMS (ISO 9001), EMS (ISO 14001), HACCP (ISO 22000), OHS (OHSAS - 18001)

and other Management System Standards

**DURATION & TIME :** 01 full day

0900 h to 1215 h and 1245 h to 1600 h

**MEDIUM :** English

**COURSE FEE :** LKR 3 000 per participant + 12 % VAT (LKR 3 360)

**SEMINAR ON ENVIRONMENTAL MANAGEMENT SYSTEMS AUDITING**

Programme on Demand

**OBJECTIVES**

To understand the principles of the Environmental Management Systems Auditing

and to plan and conduct EMS Audits.

**NO. OF PROGRAMMES FOR THE YEAR**

On Demand

**FOR WHOM**

Environmental Management Systems Auditors, Senior and Middle Managers

Environmental Management Representatives

**COURSE CONTENTS:**

Overview of Environmental Management System

Requirements of ISO 14001 Standard

Principles of Auditing as per ISO 19011 Standard

Environmental laws and regulations

Auditing against ISO 14001 Standard

**DURATION & TIME :** 02 full days

0900 h to 1215 h and 1245 to 1600 h

**MEDIUM :** English

**COURSE FEE:** LKR 6 000 per participant + 12 % VAT (LKR 6 720)

**TRAINING PROGRAMME ON LABORATORY ACCREDITATION** **AS PER ISO/IEC 17025:2005**

Programme on Demand

**OBJECTIVE**

To provide knowledge on Laboratory Accreditation and give awareness on

ISO/IEC 17025 : 2005 General Requirements for the Competence of Testing and

Calibration Laboratories.

**NO. OF PROGRAMMES FOR THE YEAR**

On Demand

**FOR WHOM**

Managers

**COURSE CONTENTS**

Accreditation and ISO/IEC 17025 : 2005

Understanding of Elements of ISO/IEC 17025 : 2005

Management Requirements

Technical Requirements

Development of Laboratory Quality Manual and other Documents

Workshop on Documentation

**DURATION & TIME :** 05 full days (Wednesday to Sunday)

0900 h to 1215 h and 1245 h to 1600 h

**MEDIUM :** English

**COURSE FEE :** LKR 20 000 per participant + 12 % VAT (LKR 22 400)

**TRAINING PROGRAMME ON GREEN PRODUCTIVITY (GP)**

Programme on Demand

**OBJECTIVES**

To impart knowledge for enhancing productivity and environmental performance

for sustainable socio - economic development;

To impart knowledge on concepts of green productivity, methodology and tools

and techniques of green productivity.

**NO. OF PROGRAMMES FOR THE YEAR**

**On Demand**

**FOR WHOM**

Senior Managers, Managers and Executives

**COURSE CONTENTS:**

Concepts of Green Productivity (GP)

Sustainable Development

Tools and Techniques of GP

GP Strategic Plans, Methodology and Activities

Green Supply Chain and Green Purchasing

**DURATION & TIME**: 01 full day

0900 h to 1215 h and 1245 h to 1600 h

**MEDIUM :** English

**COURSE FEE**: LKR 3 000 per participant + 12 % VAT (LKR 3 360 )

**TRAINING PROGRAMME ON TOTAL PRODUCTIVE**

**MAINTENANCE (TPM)**

Programme on Demand

**OBJECTIVE**

To provide an indepth knowledge on application of Total Productive Maintenance to achieve total

customer satisfaction.

**NO. OF PROGRAMMES FOR THE YEAR**

On Demand

**FOR WHOM**

Senior Managers, Executives, Maintenance Engineers

**COURSE CONTENTS**

Why TPM is required in the industry

What is TPM - Brief TPM History

Five TPM concepts

Similarities and Differences of Six Sigma and TPM

Overall Equipment Efficiency

Eight TPM Pillars

Detailed explanation of

- *Jishu Hozen* (Autonomous Maintenance)

- *Kobetsu Kaizen* (Focus Improvement)

- Education and Training

Essentials in TPM

- Activity boards

- One Point Lesson

- WAT (Work Arrangement Technique)

- Overlapping Organization

Workshop on *Jishu Hozen*

Twelve Steps of TPM Implementation

**DURATION & TIME** : 02 full days

0900 h to 1215 h and 1245 to 1600 h

**MEDIUM :** English

**COURSE FEE** : LKR 6 000 per participant + 12 % VAT (LKR 6 720)

**WORKSHOP ON EFFECTIVE COMMUNICATION**

Programme on Demand

**OBJECTIVE**

To provide an indepth knowledge on application of Effective Communication

to achieve total customer satisfaction.

**NO. OF PROGRAMMES FOR THE YEAR**

On Demand

**FOR WHOM**

Senior Managers, Executives, Supervisors of all functional areas

**COURSE CONTENTS**

Introduction to Communication

Understanding how communications work

Gaining active listening and responding skills

Understanding your own strengths

Communication Barriers

How others may see you

Looking at body languages

Building Confidence

Difficult people or situations

**DURATION & TIME** : 01 full day

0900 h to 1215 h and 1245 to 1600 h

**MEDIUM :** English

**COURSE FEE** : LKR 3 000 per participant + 12 % VAT (LKR 3 360)

Distance Learning Programme

**DISTANCE LEARNING PROGRAMME ON**

**CERTIFICATE COURSE IN**  **QUALITY MANAGEMENT**

**OBJECTIVES**

To provide a way to upgrade those already in the workplace in an integrated fashion without

the need for employees to be away from their workplace and also for school leavers to gain

knowledge in quality management at a lesser cost and with greater results.

**NO. OF PROGRAMMES FOR THE YEAR**

02

**FOR WHOM**

School leavers having O/L Qualifications who wish to develop their career in

the Quality related activities and personnel involved in production/processing

and providing services.

**COURSE CONTENTS** **:**

Industrial Standardization

Concepts of Quality

Quality Control TechniquesMotivation for Quality

Sampling

Seven Management Tools for Quality Control

ISO 9001 and ISO 14001 Standards

Quality Systems Documentation

Team Work

**DURATION & TIME** : 04 months ( April/September)

**MEDIUM :** English/Sinhala

**COURSE FEE :**

LKR 10 000 per participant + 12 % VAT (LKR 11 200)

LKR 15 000 per participant + 12 % VAT (LKR 16 800) - for foreign participants

**MODE OF ASSESSMENT:** Assignments

**(Certificates will be issued on successful completion of Assignments and Examination)**

Distance Learning Programme

**DISTANCE LEARNING PROGRAMME ON**

**SEVEN QUALITY MANAGEMENT TOOLS (Q7)**

**FOR PROBLEM SOLVING**

**OBJECTIVES**

To provide a way to upgrade those already in the workplace in an integrated

fashion without the need for employees to be away from their workplace and

also for school leavers to gain knowledge in quality management at a lesser

cost and with greater results.

**NO. OF PROGRAMMES FOR THE YEAR**

On Demand

**FOR WHOM**

School leavers having O/L Qualifications who wish to develop their career in

quality related activities and personnel involved in production/processing

and providing services.

**COURSE CONTENTS**

Check Sheets

Pareto Chart

Histograms and Graphs

Stratification and Flow Charts

Cause-and-Effect Diagram

Control Charts

Scatter Diagrams and

Problem Solving Process

**DURATION & TIME:** 03 months ( At any time of the year )

**MEDIUM :**English/Sinhala

**COURSE FEE** : LKR 5 000 per participant + 12 % VAT (LKR 5 600)

**MODE OF ASSESSMENT :** Assignments

**(Certificates will be issued on successful completion of Assignments)**

Distance Learning Programme

**DISTANCE LEARNING PROGRAMME ON**

**NEW SEVEN MANAGEMENT TOOLS (N7)**

**FOR PROBLEM SOLVING**

**OBJECTIVES**

To provide a way to upgrade those already in the workplace in an integrated fashion without

the need for employees to be away from their workplace and also for school leavers to gain

knowledge in quality management at a lesser cost and with greater results.

**NO. OF PROGRAMMES FOR THE YEAR**

On Demand

**FOR WHOM**

School leavers having O/L Qualifications who wish to develop their career in quality related

activities and personnel involved in production/processing and providing services.

**COURSE CONTENTS**

Affinity Diagram

Relation Diagram

Tree Diagram

Matrix Diagram

Arrow Diagram

Process Decision Program Chart (PDPC)

Matrix Data Analysis and Problem Solving Process

**DURATION & TIME** : 03 months ( At any time of the year )

**MEDIUM :** English/Sinhala

**COURSE FEE** : LKR 5 000 per participant + 12 % VAT (LKR 5 600)

**MODE OF ASSESSMENT :**  Assignments

**(Certificates will be issued on successful completion of Assignments)**