

COURSE PROGRAMME

MANAGEMENT REPRESENTATIVE'S COURSE

DAY ONE

0900 – 0920	Registration
0920 – 0930	Opening
0930 – 1030	Introduction to Data Analysis
1030 – 1100	Tea/Coffee/Health Break
1100 – 1200	Data Analysis Techniques
1200 – 1300	Case Studies
1300 – 1400	Lunch Break
1400 – 1530	Exercise 1
1530 – 1545	Tea/Coffee/Health Break
1545 – 1630	Presentation of Exercise 1

DAY TWO

0900 – 1030	Corrective/Preventive Action
1030 – 1100	Tea/Coffee/Health Break
1100 – 1215	Case Studies
1215 – 1300	Exercise 2
1300 – 1400	Lunch Break
1400 – 1530	Exercise 3
1530 – 1545	Tea/Coffee/Health Break
1545 – 1630	Presentation of Exercise 2 and 3

DAY THREE

0900 – 1030	Corrective Action Plan
1030 – 1100	Tea/Coffee/Health Break
1100 – 1230	Case Studies
1230 – 1300	Exercise 4
1230 – 1400	Lunch Break
1400 – 1445	Presentation of exercise 4
1445 – 1530	Quality Control Tools
1530 – 1545	Tea/Coffee/Health Break
1545 – 1630	Exercise 5 and Presentation

DAY FOUR

0900 – 1030	Statistical Process Control
1030 – 1100	Tea/Coffee/Health Break
1100 – 1230	Case Studies
1230 – 1300	Exercise 6
1230 – 1400	Lunch Break
1400 – 1445	Presentation of exercise 6
1445 – 1530	Customer Feedback
1530 – 1545	Tea/Coffee/Health Break
1545 – 1630	Customer Complaints

DAY FIVE

0900 – 1030	Exercise 7 and 8
1030 – 1100	Tea/Coffee/Health Break
1100 – 1130	Presentation of Exercise 7 and 8
1130 – 1230	Management Review & Involvement of People
1230 – 1300	Case Studies
1300 – 1400	Lunch Break
1400 – 1500	Exercise 9
1500 - 1600	Presentation of Exercise 9



MANAGEMENT REPRESENTATIVE'S COURSE

Dates: 11th -15th AUGUST 2014

Venue: The SAROVA STANLEY-NAIROBI.

CONTENTS

1. Introduction
2. Data Analysis
3. Corrective/Preventive Action
4. Corrective Action Plan
5. Quality Tools
6. Statistical Process Control
7. Customer Feedback/Complaints
8. Management Review & Involvement of People
9. Case Studies

APEX MANAGEMENT SYSTEMS - CONSULTANTS

NOMINATION FORM

Please enrol the following nominee to:

Management Representative's Course

11TH -15TH AUGUST 2014

Name:.....

Qualifications:.....

Position held:.....

Name and Address of the organization:.....

Tel. No:..... Fax No:.....

E-mail:.....

Nature of Business.....

Residential/Non-Residential:.....

Name of Nominating Authority:.....

Signature of Nominating Authority:.....

(Kindly affix OFFICIAL STAMP)

Date:.....

(PLEASE FILL AND MAIL THIS SECTION TO APEX MANAGEMENT SYSTEMS - CONSULTANTS)

Apex Management Systems - Consultants

P. O. Box 100974 – 00110 Nairobi

Office Tel: +254 (0) 20 2713235

Wireless Tel: +254 (0) 20 2340892

Cell: +254 (0) 20 722 313795, (0) 736 038151

Website : www.apextrainingafrica.org

E-mail : info@apextrainingafrica.org or apexmanagementsystems@gmail.com

APEX MANAGEMENT SYSTEMS - CONSULTANTS

MANAGEMENT REPRESENTATIVES COURSE

The Apex Management Systems - Consultants trains and creates awareness in areas of Quality Management and Conformity Assessment. The Management Representatives Course is one such Course meant for Management Representatives, Assistant Management Representatives, ISO implementation Committee members, Quality Managers and Quality Assurance Officers. The Course covers all aspects of Implementation, Maintenance and Continual Improvement of a Quality Management Systems (QMS) based on ISO 9001.

The purpose of this Course is to impart skills on how to:-

- ✓ Effectively Implement ISO 9001
- ✓ Effectively and efficiently maintain the implemented QMS.
- ✓ Involve people at the various functional areas within the QMS
- ✓ Continually improve the QMS.
- ✓ Handle customer feedback and complaints

The course includes presentations, case studies and group exercises/practicals

Venue: The Sarova Stanley Hotel

Dates: 11TH – 15TH AUGUST 2014

Fees: Kshs. 60,000/= (for tuition, two teas & lunch) VAT inclusive

You are invited to nominate participants to the Course.

Attached are detailed Course information and a nomination form, which you should complete, detach and return to us and a covering letter as soon as possible. Payments should be made at least two weeks before the start of the course. Cheques should be drawn in favour of APEX MANAGEMENT SYSTEMS – CONSULTANTS-LTD

NB: APEX is registered with the National Industrial Training Authority (NITA).

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