Enhancing Management Representative Skills to Support Organizational Success

AGENDA - Day 1

Time	Subject
8:00 a.m.	Welcome and Introductions Prior Knowledge Questionnaire
	Module 1: What is a Management Representative Management Representative Role and Responsibilities What Makes an Effective management Representative Workshop 1 – Management Representative Skills and Attributes Workshop 2 – Selecting the Management Representative
	Module 2: Understanding ISO 9004:2009 Introduction of a new Standard Interested Parties Review of the Standard Sections 4 through 9 Class exercises
12:00 p.m.	Lunch
12:45 p.m.	**Module 3: Evaluating the Existing Management System Using ISO 9004:2009** Annex A Self Assessment Tool – Maturity Levels Workshop 4 – Determine the Organization's Maturity Level Annex B Quality Management Principles Workshop 5 – Using the Quality Management Principles
	End of day review
4:30 p.m.	Close of class for the day

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AGENDA - Day 2

Time	Subject
8:00 a.m.	**Module 4: The Style and Techniques for Success** Leadership Motivation Delegation Successful Team Building, with exercise Change Management, with exercise Project Management, with exercise Communication, with exercise
12:00 p.m.	Lunch
12:45 p.m.	**Module 5: Management System Tools** Process Approach Process Mapping Workshop 6 – Mapping the Sales Order Process Audit Management Workshop 7 – So What makes a Good Auditor Risk Management Workshop 8 – Managing Risk Internal Audits Reporting Nonconformities Workshop 9– Effective Nonconformity Statements Corrective and Preventive Action Workshop 10 – Evaluating Corrective Action Continual Improvement
	End of day review
4:30 p.m.	Close of class for the day

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AGENDA - Day 3

Time	Subject
8:00 a.m.	**Module 6: The Registration Process** Management System Certification The Accreditation Process The Registration Process Selecting a Registrar Certification Steps
	Module 7: Conducting Effective Management Review Meetings What is a Management Review Top Management's Role Workshop 11 – Inputs Outputs Review Agenda Case Study - Part 1 Analysis of Review - Part 2 'The Next Meeting'
12:00 p.m.	Lunch
12:45 p.m.	**Module 8: Conclusions** Post Course Action Plans
	Review
4:00 p.m.	**Close of course**

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