Quality Risk Management Training

Leverage state-of-the-art resources and practical know-how to learn about proven management system concepts and techniques. IHS trainers are subject matter experts who can teach you and your teams how to identify, analyze, mitigate and monitor quality risks and hazards across your enterprise.

**BENEFITS:**

Quality Risk Management training is an integral part of the IHS Risk Assessment Solution which enables you to:

- Improve quality
- Reduce time to market
- Identify potential design, process and product failures
- Boost productivity
- Improve customer satisfaction
- Build market share

All courses provide expert instruction in the best-practice professional methodologies to achieve greater quality and reduce costs. Training sessions are taught at your location or an IHS office and cover these topics:

- FMEA Leadership
- Advanced Product Quality Planning (APQP)
- FMEA for Medical Devices
- Root Cause Analysis (RCA)

Courses include instruction on both the various study methodologies and the configuration and use of Desktop Pro software for documentation of the studies. Additional details for each course may be found on the following pages.

**Delivery Options**

You may attend any of the open enrollment courses scheduled at various times and locations throughout the year. If your organization has a large group of personnel who require training, IHS can arrange to provide training at your site, exclusively for your personnel.

**Cost & Schedule**

The costs and schedule of the open enrollment training are included on the last page of this brochure, and may vary by both course and location. For information on training provided at your location, please speak directly with your account manager.

Open enrollment training fees include training materials, as well as lunch and refreshments each day.

IHS does reserve the right to cancel scheduled courses, and will do so no later than two weeks prior to the scheduled start date of the course.

Questions: Please contact RiskTrainingSupport@ihs.com to learn more about content and availability.
How Will You Benefit?

This FMEA Leadership course will empower you, and enable your organization through you, to identify, analyze, mitigate and monitor quality risks and hazards across the company. You will use state-of-the-art quality risk management software from IHS for hands-on exercises and facilitation practice under guidance of experienced professional instructors. You will learn tips and tricks to generate high quality FMEA studies in efficient and effective ways.

Prerequisite

It is mandatory that you have technical background and/or experience in the automotive, aerospace, medical device, pharmaceutical, consumer goods, power, high-tech, semiconductor, or other discrete manufacturing industries.

Who Should Attend?

This course provides practical training for the novice and refresher training for the seasoned professionals, including but not limited to:

- FMEA Team members
- Managers
- Maintenance
- FMEA Facilitators and Scribes
- Engineers
- Project Managers
- Supervisors
- Technicians
- Quality professionals
- Operators
- Consultants/
- Operators
- Maintenance
- Consultants/
- Contractors

Course Content

Day 1 - Basic FMEA Methodology & Workshop

Introduction to FMEA, background and history, concepts of risk, overview of risk techniques, standards and regulations, and advanced quality planning, methodology, terminology, procedure, product and process life cycles and types of FMEA, workshop using IHS software.

Day 2 - Advanced FMEA Methodology Concepts & Workshop

FMEA leadership concepts, FMEA facilitation techniques, team leadership, control plans, advanced FMEA topics such as FMECA, FMEA based RCM, and FMEA and Reliability Prediction, and workshop using IHS software.

Day 3 - Software End User

IHS software walkthrough and navigation, file management, walkthrough of preformatted industry standard FMEA templates, comprehensive study and practice of IHS software end-user functions, hands-on IHS software exercises.

Day 4 - Software Advanced User

Introduction to IHS software template configuration engine, walkthrough of a FMEA template creation from scratch and hands-on exercises, comprehensive study of software advanced user functions, template user interface layout design, defining end-user experience.
How Will You Benefit?
This course provides a step-by-step overview of the APQP process as well as reviewing the engineering tools required at each step to translate customer wants and expectations into concern-free end products.

• Reduces design / development and production cost.
• Assures team input and buyoff.
• Leads teams to focus on customer satisfaction throughout the entire launch process.

Prerequisite
It is mandatory that you have either technical background and/or experience in the automotive, aerospace, medical device, pharmaceutical, consumer goods, power, high-tech, semi-conductors, or other discrete manufacturing industries.

Who Should Attend?
New product launch team members such as management and technical personnel from Product Design, Program Management, Quality & Manufacturing Engineering, Production Operations, Purchasing, Sales and Marketing.

Course Content
• Describes the different phases of the APQP process.
• Identifies the inputs and output deliverables required by various new program team members.
• Learn how to effectively use the applicable tools and when to use them throughout the APQP process.
• Learn the applicable customer requirements as outlined within the APQP manual developed by Daimler Chrysler, Ford, and General Motors and published by the Automotive Industrial Action Group AIAG).
How Will You Benefit?

This course provides a step-by-step understanding of the FMEA development process and will show how to take full advantage of the features and capabilities within IHS Software.

Provides common terminology to guide teams through the FMEA development process.

• Identifies potential design, process, and product failures at early stages in the process to allow for applicable actions being taken to prevent high failure costs at launch and throughout the life of the program.

• Provides information on industry best practices in medical devices and pharmaceuticals.

Who Should Attend?

New product launch team members such as management and technical personnel from Product Design, Program Management, Quality & Manufacturing Engineering and Production Operations.

Course Content

• Describes the methodology used to predict potential risks throughout the product and process design stages.

• Learn how to effectively engage team members in the FMEA development process.

• Learn the applicable customer requirements as outlined within standard FMEA guidelines, such as FDA 21 CRF Part 820 QSR (cGMP), ISO 14971, ISO 13485, ISO 9001, EU Directive 2000/70/EC, SAE J1739, ARP 5580, and others.
How Will You Benefit?

This course provides a step-by-step methodology to identify both the underlying root causes and the steps necessary to ensure appropriate and adequate preventive actions are taken to prevent recurrence.

• Ensure time is not wasted by team members chasing falsely identified issues and not addressing the true root cause(s).

• Minimize the response time and failure chargeback costs associated with customer reported incidents.

• Provide verified and validated confirmation that concerns have been fully addressed and that appropriate actions have been taken to prevent the issue and other potential similar issues from ever occurring again.

Course Content

• Learn the methodologies employed to ignite your company team into accurately understanding the problem, provide fast responsive interim corrective actions, reinforce customer confidence, ensure the real issues are being addressed and that cost effective permanent actions have been validated and implemented to ensure prevention of this and/or other similar concerns in the future.

• The methodologies taught in this course are applicable to any organization experiencing either internal and or external customer related concerns.

• Case studies will be used during the course to provide practical application experience related to the methodologies being taught.

Topics to be covered include:

DØ - Prepare for the PRP Process
S1 - Establish the Team
S2 - Describe the Problem
S3 - Develop the Interim Containment Action
S4 - Define and Verify Root Cause and Escape Point
S5 - Choose and Verify Permanent Corrective Action
S6 - Implement and Validate Permanent Corrective Action
S7 - Prevent Recurrence
S8 - Recognize Team and Individual Contributions
Operational Excellence & Risk Management

2016 Open Enrollment Training Schedule
PHA, Quality Methodology, and Desktop Software

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