



Quality and business excellence

Add value to your organization
whilst progressing your career,
with courses & qualifications





Embedding excellence into your organization

In an era of constant change, organizations are looking to recognized best practices to help meet the needs and changing expectations of customers, stakeholders, and regulators.

Embedding quality and excellence initiatives can help you to drive progress, efficiency and growth. With our support:

- **66%** of businesses reported improved products and services
- **60%** experience a reduction in errors
- **65%** observe an increase in consumer trust

Source: BSI Assurance

Create a powerful competitive advantage and enhance your organization's capabilities

Embed quality and excellence into your organization with our support, enabling you to drive progress, efficiency and growth.

Training in quality and business excellence will provide you with an awareness of systems, tools and techniques to implement and audit against a variety of standards.

Browse our growing range of courses & qualifications today.

Quality management
ISO 9001



Lean Six Sigma



Process improvement



Sector specific
quality



Asset management
ISO 55001



Service management
ISO/IEC 20000-1



Collaborative Relationships
ISO 44001



Business continuity
ISO 22301



Quality management ISO 9001

Improved organizational performance, increased customer satisfaction and competitive advantages can be gained through learning in this practice area.

Browse our range of courses designed to build knowledge and confidence in this area.



ISO 9001 Senior Management Briefing

Designed to enable Senior Management teams to identify the core requirements of ISO 9001, regarding the Leadership Team and their commitments.

ISO 9001 Awareness

Help you and your teams understand what quality is, the role of the management system, and the part that each employee plays to achieve the management system's objectives.

ISO 9001 Requirements

This BSI ISO 9001 requirements training course teaches you the key terms, definitions, and foundations of ISO 9001:2015, so you can better meet customer needs.

ISO 9001 Internal Auditor

Learn the skills needed to carry out an internal audit. This course is suitable for anyone familiar with ISO 9001, and is delivered through a blend of activities, discussions, and classroom learning.

ISO 9001 Lead Auditor (17955)

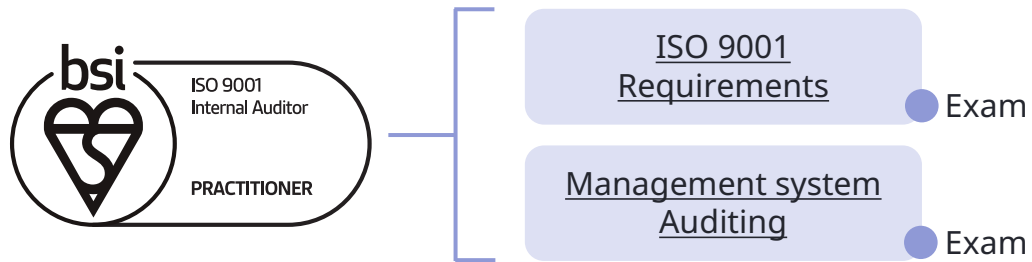
Gain a comprehensive overview of ISO 9001. This course looks in depth at internationally recognized auditing standards. On successful completion of the exam, you'll leave with an internationally recognized auditing qualification.

Earn a BSI ISO 9001 qualification, validating your knowledge and expertise

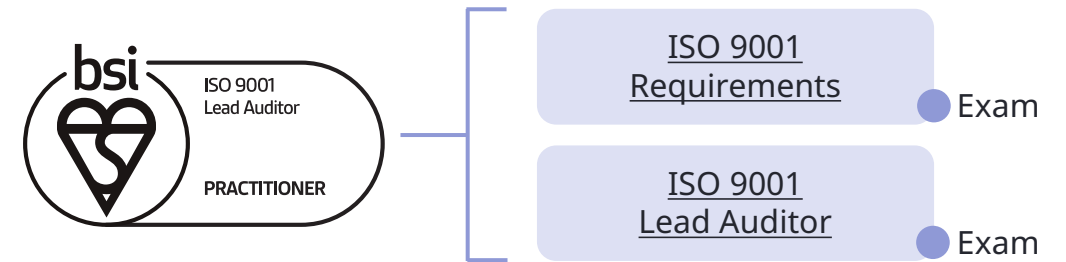
ISO 9001 qualification pathways

Validate your auditing expertise by completing a series of courses and exams, earning yourself a BSI qualification in the process.

Internal auditor pathway



Lead auditor pathway



Lean Six Sigma



Learn to keep your business processes lean, drive efficiency and boost customer satisfaction in the process.

Earn a BSI qualification in Lean, Six Sigma or combined, validating your expertise.



Lean Six Sigma Awareness

Learn how Lean Six Sigma can assist in achieving objectives and foster a culture of improvement.

Lean Six Sigma White Belt

Learn the history of Lean Six Sigma, and how the ideas, methods, tools, programme structures and roles can help you meet your objectives.

Lean Six Sigma Yellow Belt

Learn problem solving, root cause analysis, and corrective actions (a requirement of ISO 9001).

Lean Six Sigma Foundation Green Belt

Learn the approaches of Lean and Six Sigma that are used to affect continual improvement (a requirement of standards such as ISO 9001).

Six Sigma Green Belt

Discuss, demonstrate and be guided through using powerful Six Sigma Green Belt analytical and technical tools that can be applied to your operational improvement projects.

Organizational Change Practitioner

Learn the approaches of change management that are used to affect continual improvement.

Lean Practitioner

Learn a simple and effective approach to identifying and removing waste in processes, increasing speed and efficiency of operations.

Six Sigma Black Belt

Learn the analytical and technical tools that can be applied to operational improvement projects.

Organizational Change Leader

This course empowers leaders to drive sustainable improvements aligned with organizational objectives and industry standards.

Lean Leader

Learn to translate Lean project benefits to specific situational environments, identifying issues in organizations that affect quality, cost, and delivery, and designing improvements.

Introducing BSI Lean Six Sigma Qualifications

As your partner in progress, we're here to help you inspire action toward positive change.

Our rigorous qualifications provide a Mark of Trust for individuals and organizations so they can be recognized globally for their industry-leading excellence, and commitment to quality and sustainability.

Whether undergoing separate Six Sigma or Lean qualifications or doing both simultaneously, our Lean Six Sigma qualifications are designed to progress you through each competency level seamlessly.

Professional Lean Qualifications

Unlock your Lean potential: Gain the knowledge and skills to drive continuous improvement at every level.



Professional Six Sigma Qualifications

Advance your career: Solve complex problems and drive business results with Six Sigma expertise.



Professional Lean Six Sigma Qualifications

Enhance your Lean Six Sigma competence: Drive operational excellence and deliver exceptional results.



Note: Not sure which qualification to choose? Our training advisors can help. Contact our team today.



Sector Specific Quality

Raise the bar for your operations, products and services with our sector specific courses, designed to improve your quality management.

Browse our range of courses designed to build knowledge and confidence in this area.



Quality in Medical Devices ISO 13485

Learn how to manage quality by training with our experts. Learn the standard and understand how to implement and audit a QMS.

Quality in Healthcare ISO 7101

Gain a comprehensive overview of the requirements for healthcare quality management systems.

Quality in the Food sector

Demonstrate your commitment to food safety and standards across the entire food and beverage supply chain.

Testing and calibration laboratories ISO/IEC 17025

Explore organizational implications of ISO/IEC 17025; General requirements for competence of testing and calibration laboratories.

Asset management ISO 55001

Managing assets across their lifecycle is a key challenge for businesses as they grow. An asset management system provides a best practice approach for organizations.

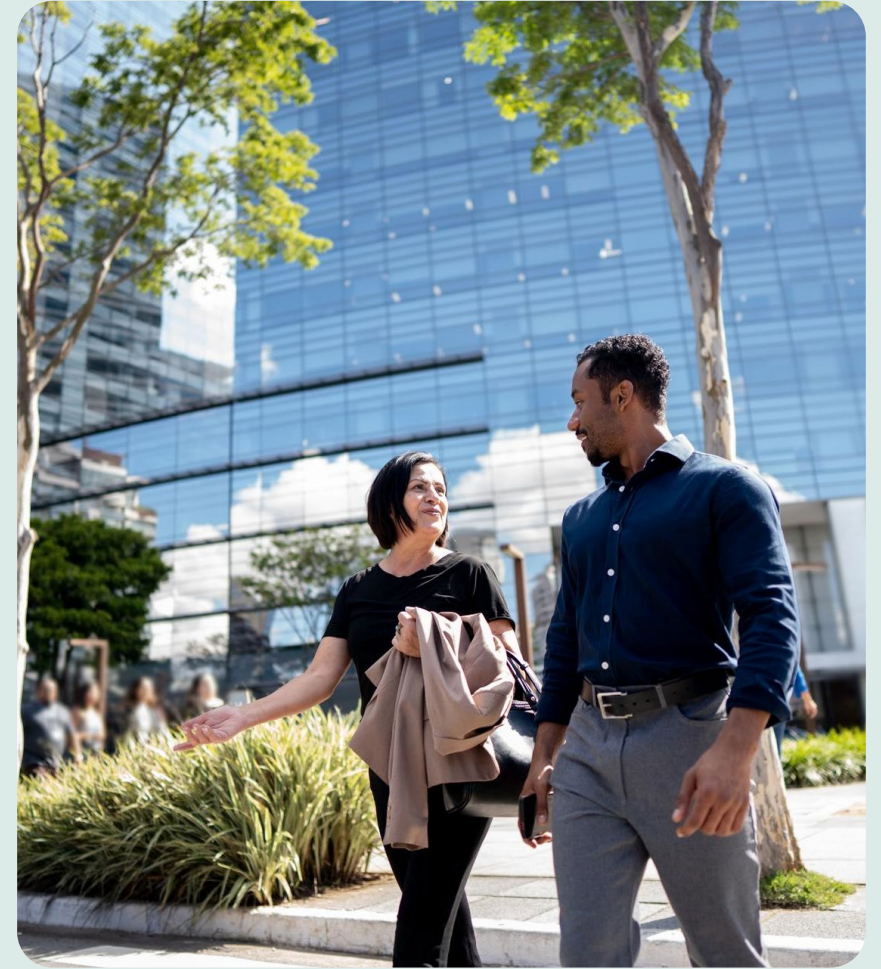
Browse our range of courses designed to build knowledge and confidence in this area.

Fundamentals of ISO 55001 Virtual Classroom

This interactive course will provide an overview of asset management, what it is and what it can do for your organization. It shares the latest thinking processes, methods and tools in joined up management of any asset. It will also cover the International Standard of Asset Management Systems ISO 55001.

ISO 55001 Requirements

The effective management of assets is becoming increasingly important to organizations and their interested parties. This comprehensive one-day course explores in depth the organizational implications of the international standard for asset management.



Service management ISO/IEC 20000-1

Show service quality is at the heart of your organization. ISO/IEC 20000-1 is commonly used for IT services, facilities management and business services to help ensure effective and resilient services in today's changing service delivery environment.

Browse our range of courses.

ISO/IEC 20000-1 Management Briefing

Designed to enable Senior Management teams to identify the requirements of ISO/IEC 20000-1, regarding the Leadership Team and their commitments.

ISO/IEC 20000-1 Awareness

Help you and your teams understand what service management is, the role of the management system, and the part that each employee plays to ensure conformity.

ISO/IEC 20000-1 Requirements

This ISO/IEC 20000-1 requirements training course teaches you the key terms, definitions, and foundations of ISO/IEC 20000-1, so you can better meet the requirements.

ISO/IEC 20000-1 Lead Implementer

This ISO/IEC 20000-1 lead implementer training course is ideal for anyone new to ISO/IEC 20000-1 who needs to take the lead on implementing a management system.

ISO/IEC 20000-1 Internal Auditor

This course is suitable for anyone familiar with ISO/IEC 20000-1, and is delivered through a blend of activities, discussions, and classroom learning.



Collaborative relationships ISO 44001

Collaborative working makes good business sense. Find out what makes great business relationships and how to build them.

Browse our range of courses designed to build knowledge and confidence in this area.



ISO 44001 Introduction

Learn the key requirements of ISO 44001 and the fundamental objectives of a structured approach to collaborative working.

ISO 44001 Implementation

Gain the knowledge to achieve the ISO 44001 collaborative relationship management. Learn how to challenge and innovate to get the best out of partnerships and deliver real benefits.

ISO 44001 Internal auditor

Learn to assess, audit and report on the conformance and implementation of ISO 44001.

ISO 44001 Senior Management Briefing

Help business leaders understand how they will be involved, and the commitment required supporting an effective implementation.

ISO 44001 Collaborative Leaders

This training course will give you the confidence and knowledge to be a Collaborative Leader.

21st Century Challenges Need Collaboration

Gain a deeper appreciation of collaboration, discover that 'how you do it is as important as why you do it' and understand how collaboration offers a more productive way of working.

Adopting Structured Collaboration to Enhance your Business Relationships

Feel enabled to use a structured collaborative approach that ensures rigor, consistency and completeness and appreciate how a structured approach will raise the capability of your teams.

Managing Cultures and Behaviours in Collaborative Business Relationships

Learn the impact cultures and behaviours have on performance, how to identify, monitor, measure and address positive and negative behaviours.

Contracts and Collaboration

Discover the appropriate form of contract model from Alliance agreements through to individual collaborative contracts and the integration of concepts such as relational contracting.

Facility Management ISO 41001

Looking to embed consistent and effective facility management? Training to the International Facilities Management Standard (IFMS) is a great way to get started.

ISO 41001:2018 provides a framework for facilitating effective and efficient FM structures and resourcing. It's about recognizing the scope of responsibilities and creating a management structure and resource appropriate to the needs of the organization.

Browse our range of courses designed to build knowledge and confidence in this area.

ISO 41001 Requirements

This course provides the basis for a common interpretation and understanding of facility management systems (FMS) and the ways in which it can benefit organizations of all kinds.

ISO 41001 Implementation

This course will equip you with the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 41001. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation and monitor your Facility Management System (FMS).

ISO 41001 Internal Auditor

This course develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO 41001. Learn how to initiate, prepare and conduct audit activities, compile and distribute audit reports, and complete follow-up activities.



Learn in a way that works for you

Access flexible learning in a format that works for you.

We understand that people learn in different ways, so we've devised a range of delivery formats to suit all needs.

Whether you prefer learning at your own pace through distance learning or enjoy the challenge and interaction in classroom-based learning – we can provide a format you will be comfortable with.

Live online training

Learn from the comfort of your home, for convenience

On-demand eLearning

Self-paced, online, available 24/7 – for complete flexibility

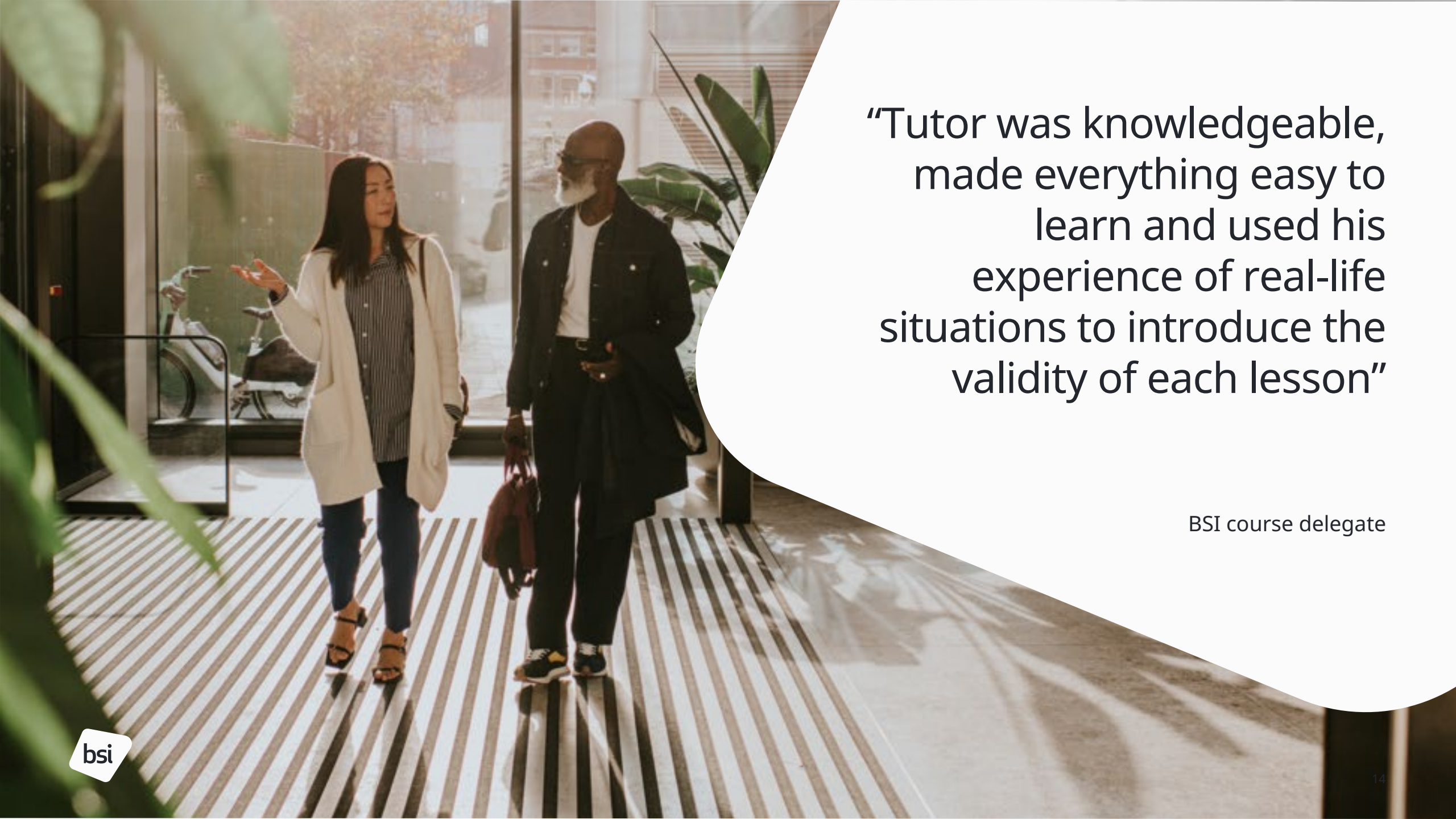


Classroom-based training

Convenient location and dates, in-person with like-minded learners

In-house training

In-person or online, adapted to your organization's needs

A woman with long dark hair, wearing a white cardigan over a striped shirt and dark pants, is walking and gesturing with her right hand. Next to her, a man with a white beard and glasses, wearing a dark jacket over a white shirt and dark pants, is walking and holding a brown bag. They are walking on a carpet with a striped pattern. In the background, there are large windows and a bicycle parked near a railing.

“Tutor was knowledgeable,
made everything easy to
learn and used his
experience of real-life
situations to introduce the
validity of each lesson”

BSI course delegate

