



# 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)**

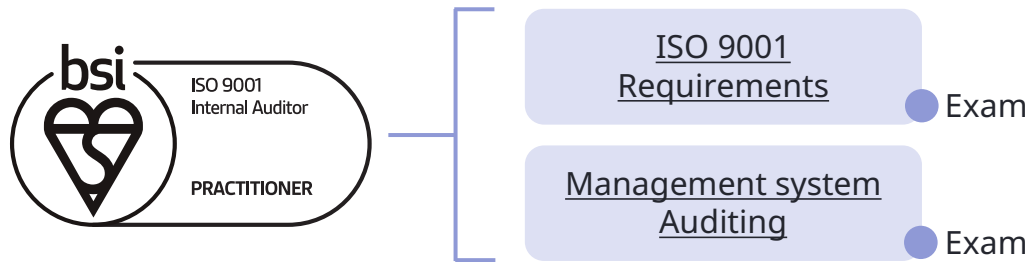
Gain a comprehensive overview of ISO 9001. This course looks in depth at internationally recognized auditing standards. On successful completion of the exam, you'll leave with an internationally recognized auditing qualification.

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

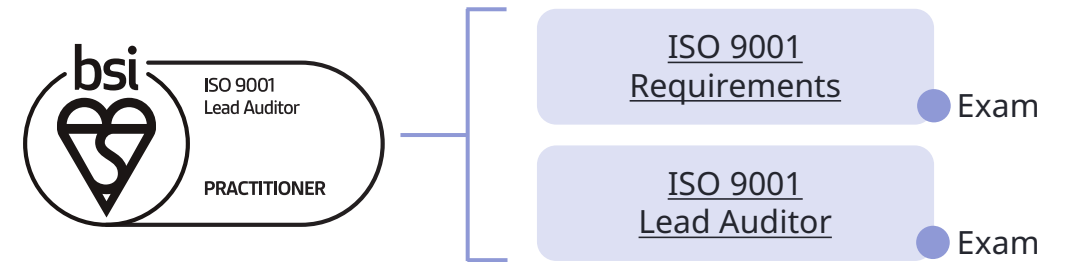
# ISO 9001 qualification pathways

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.

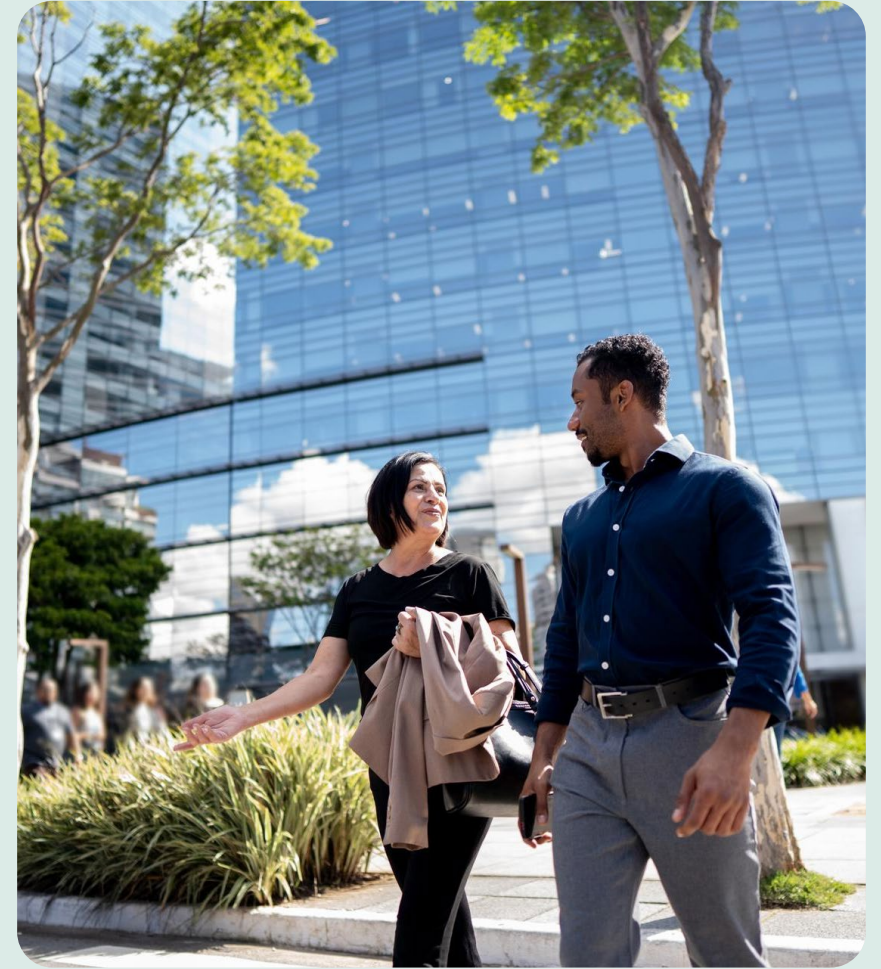
Browse our range of courses designed to build knowledge and confidence in this area.

## **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

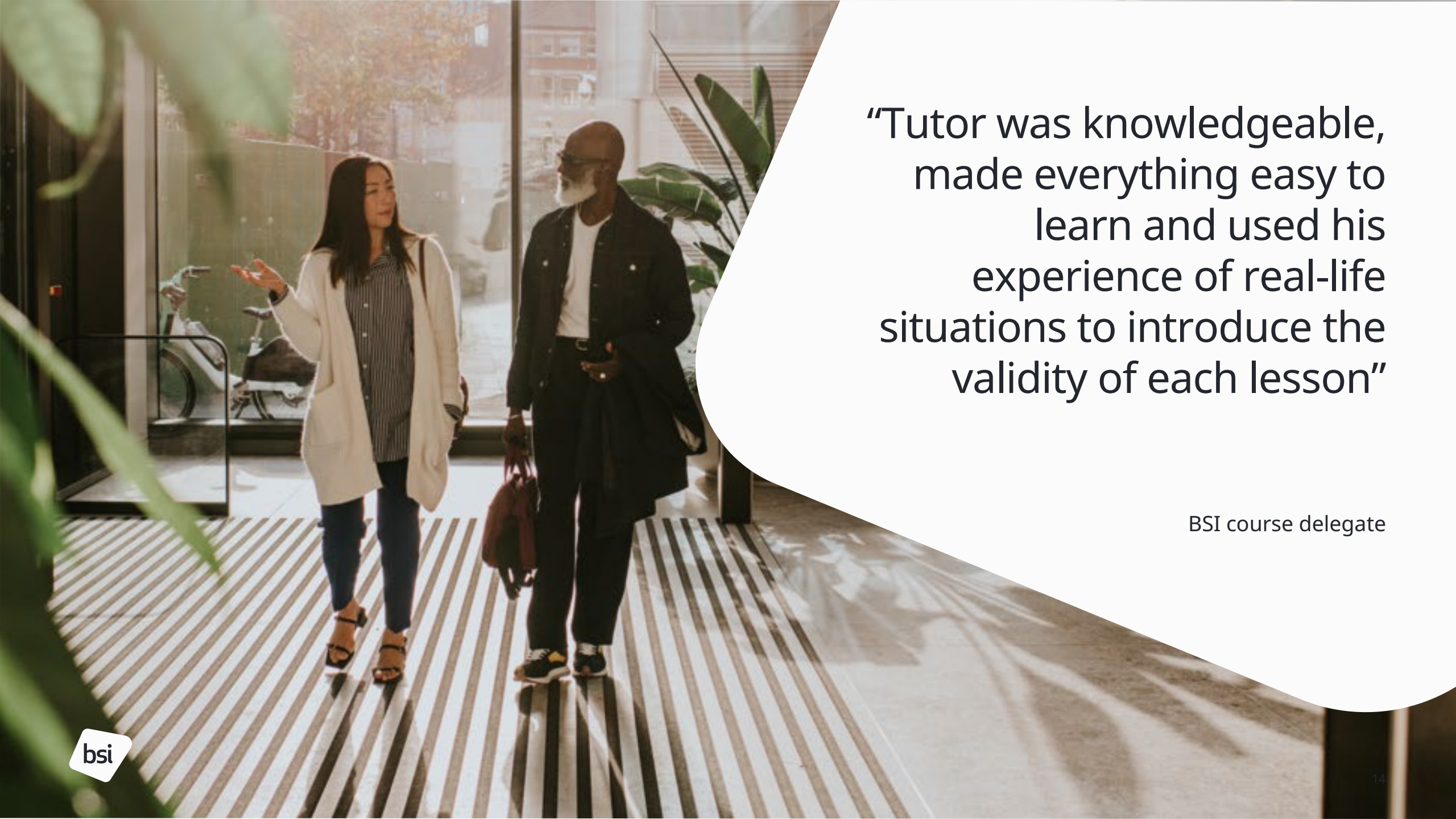


## Classroom-based training

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 is an older man with a white beard and glasses, wearing a dark jacket over a white shirt and dark pants, carrying a brown bag. They are walking on a carpet with a light and dark brown striped pattern. The background shows a modern interior with large windows and indoor plants.

“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

