



URS Inspection Limited
G-1 East of Kailash
New Delhi-110065

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E gen@ursindia.com
W www.ursindia.com

TRAINING COURSES

Dear Sir,

URS Inspection Limited is pleased to announce training courses on various topics of industrial and professional interest, as per the attached Schedule.

We at 'URS', empathize that Organizations & professionals, those who are concerned with changing market scenario, realize the importance of adopting standards, for improvements in quality of products & services. Training is the best way of improving skills of personnel and in turn processes.

Potential participants to the scheduled courses includes individual entrepreneurs, managers, professionals, corporate representatives, Quality & Process Heads, service sector technocrats, environmentalists, academicians, etc those who require appropriate solution to cope up with challenges of development in quality, process, environmental, etc. fields.

After successful completion and evaluation, the certificate of training will be awarded to the participants. Certificate of Attendance will be awarded for participants who do not pass the exam but participate for the full duration of course.

The present schedule attached herewith contains following training modules:

- **QMS Lead Auditor- Delhi
(ISO 9001:2008)**

- **EMS Lead Auditor - Delhi**

- **QMS, EMS, TS Internal Auditor - Delhi**

Please send your nominations along with fees by demand draft/cheque in favor of **URS Inspection Limited payable at New Delhi**. Please feel free to contact us for further enquiry on scheduled program and on any other program of your interest but not listed here.

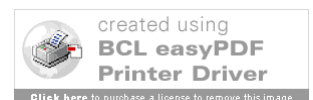
Warm Regards,
For URS Inspection Limited

Training Co-Ordinator
training@ursindia.com

Attached: Training Schedule Dec 08 to Mar 09
Nomination Form
Training Contents



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TRAINING SCHEDULE Period Dec 2008-Mar 2009

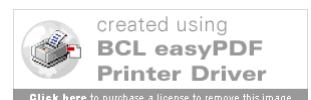
Training	Dates	Venue	Duratio	Charges
QMS Lead Auditor Course (ISO 9001:2008) (IRCA Certificated No A 17044)	23-27 Dec 08	Delhi G-1, East of Kailash, Delhi	5 Days	12,500.00
QMS Internal Auditor Course (ISO 9001:2008)	17-18 Jan 09	Delhi	2 Days	5,000.00
TS 16949 Internal Auditor Course	10-11 Jan 09	Delhi	2 Days	5,000.00
FSMS Lead Auditor Course (IRCA Accredited No A 17365)	18-22 Feb 09	Delhi	5 Days	17,500.00
EMS Lead Auditor Course (IRCA Certificated No A 13993)	27-31 Jan 09	Delhi	5 Days	14,500.00
EMS Internal Auditor Course	13-14 Feb 09	Delhi	2 Days	5,000.00
Six Sigma Green Belt	26-29 Mar '09	Mumbai	4 Days	12,500.00
QMS Lead Auditor Course (ISO 9001:2008) (IRCA Certificated No A 17044)	17-21 Jan 09	Jaipur	5 Days	12,500.00

Note:

- Discount of 15% will be given when three or more participants are from same organization or when at least three participants register in-group.
- QMS, EMS & FSMS Lead Auditor trainings are delivered in association with CMC International (UK) Ltd and are certificated by IRCA.
- All programs are Non-Residential, however tea/coffee, lunch shall be provided.
- Service Tax shall be extra as applicable (12.36% at present).
- Venue shall be informed in due course of time.
- Changes in venue, date, time, if any, shall be informed in advance.
- We reserve the right to reject any application without any explanation.
- Brief course objective and course contents are enclosed herewith.
- Send your nominations along with fees payable by demand draft/cheque in favor of **URS Inspection Limited payable at New Delhi.**



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COURSE BOOKING FORM

Please Return to:
URS Inspection Ltd
training@ursindia.com
G-1, East of Kailash,
New Delhi – 110065.
Phone: 011-41620055

Name: Mr/ Mrs./ Miss _____
(As you wish it to appear on the certificate)

(Name you wish to be known by, if different)

Job Title: _____

Company / Self Sponsored _____

Address: _____

_____ Pin: _____

Phone: _____ Fax: _____

E-Mail: _____ Course Name(eg QMS/EMS) _____

To be held at: _____ on _____

Signature: _____ Date: _____

GENERAL BOOKING CONDITIONS: As per letter of Introduction

Acknowledgement Slip _____ Date : ___/___/_____

Received from _____

Rupees (words) _____

Dated _____ Drawn on _____ Branch _____

By Cash/ Chq./DD No _____ Course Name _____

To be held at _____ On _____ Rs. _____

For **URS Inspection Limited**

Authorized Signatory

(This Slip is valid subject to realization of Cheque)



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ISO 9001:2008 QMS

LEAD AUDITOR COURSE

(IRCA Certificated No **A 17044**)

LEARNING OBJECTIVES

At the conclusion of the course, successful delegates should be able to:

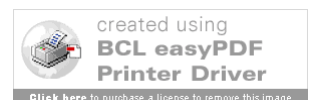
- Describe the purpose of a Quality Management System and explain 8 principles of quality management;
- Explain the inter-relationship of ISO 9000, ISO 9001, ISO 9004 and ISO 19011;
- Interpret requirements of ISO 9001 in the context of an audit.
- Describe roles and responsibilities of auditors and lead auditors;
- Plan and conduct an audit in accordance with ISO 19011;
- Report the audit, including writing valid, factual and value-adding non-conformities;
- Undertake audit follow-up activities, including evaluating the effectiveness of corrective action;

COURSE CONTENTS

- ISO 9000 Standards series;
- 8 Quality Management Principles;
- Process Approach including the PDCA Cycle;
- ISO 9001:2008 Standard Requirements;
- Quality Management System documentation;
- Auditing Standard ISO 19011:2002 requirements;
- Auditor's Roles and Responsibilities;
- Audit Planning;
- Checklists, Non Conformance Reports;
- Audit Reporting;
- Final Team Meeting / Follow-up;
- Verification / Audit Records;
- Accreditation / Certification and Auditor Registration;
- Exercises, case study etc.;
- Course Examination.



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ISO 14001:2004 EMS LEAD AUDITOR COURSE

(IRCA Certificated No **A 13993**)

IRCA certified EMS auditor training course provides environmental management professionals' the knowledge and skills required to assess the conformance of an organization's environmental management system to ISO 14001:2004.

LEARNING OBJECTIVES

At the conclusion of the course, successful delegates should be able to:

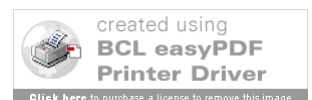
- Describe the purpose of Environmental Management System and explain the principles;
- Explain the inter-relationship of ISO14001:2004 and ISO 19011;
- Interpret requirements of ISO 14001:2004 in the context of an audit;
- Describe the roles and responsibilities of auditors and lead auditors;
- Plan and conduct an audit in accordance with ISO 19011:2002;
- Report the audit, including writing valid, factual and value-adding non-conformities;
- Undertake the audit follow-up activities, including evaluating the effectiveness of corrective actions.

COURSE CONTENTS:

- Contents of ISO 14001:2004 and ISO 19011:2002 Standards;
- Principles, impact assessment methodology of environmental issues;
- Process approach including the PDCA Cycle;
- ISO 14001:2004 Standards Requirements;
- Environmental Management System documentation;
- Auditing Standard ISO 19011:2002 requirements;
- Auditor's Roles and Responsibilities;
- Audit Planning, Checklists, Non conformance Reports;
- Audit Reporting, Final Team Meeting / Follow-up;
- Verification / Audit Records;
- Accreditation / Certification and Auditor Registration;
- Exercises, case study etc.;
- Course Examination.



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ISO 22000:2005 FSMS

LEAD AUDITOR COURSE

(IRCA Certificated No **A 17365**)

LEARNING OBJECTIVES:

To train potential auditors / lead auditors and to provide detailed knowledge of auditing processes for ISO 22000:2005 Food Safety Management System and ISO 19011:2002. The course is also aimed to provide practical training on auditing skills for Food Safety Management Systems, including HACCP.

At the conclusion of the course, successful delegates should be able to:

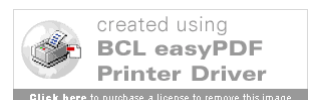
- Identify the elements of Food Hygiene and Sanitation, HACCP and Quality;
- Should be able to develop and document Pre-Requisite program;
- Able to identify CCP and Establish HACCP Plan;
- Have the competency to plan, undertake and report results of audits of Food Safety Management system and to follow-up any consequent corrective actions;
- Outline the skills in auditing food safety management system components against criteria (such as HACCP, GMP, Legislation, QA) by use of a generic model for the audit process;
- Identify personal attributes, ethics and values that are desirable to be in competent food safety auditors;

COURSE CONTENTS:

- Introduction to Food Safety Management System;
- Understanding of the basic conditions and activities necessary to maintain hygienic environment throughout the food chain to ensure safe food suitable for human consumption;
- Understanding the purpose, contents and interrelationship of HACCP, general principles of food hygiene, operational prerequisite programme;
- Interpretation of the requirement of ISO 22000 in the context of an audit;
- Plan and conduct an audit in accordance with ISO 19011;
- Report the audit, including writing valid, factual and value adding nonconformities;
- Good manufacturing practices, good hygienic practices and such other practices to ensure food safety;
- Evaluation of prerequisite programmes including operational prerequisite programmes;
- Identification of hazards, hazard analysis, identification of critical control points and corrective actions, selection and assessment of control measures;
- Explain the concept of statutory and regulatory requirements in food safety and emergency preparedness to deal with food safety issues;
- Exercises and exam.



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ISO 10002:2004

Complaint Management System

“A complaint is an expression of dissatisfaction made to an organization, related to its products, services”

INTRODUCTION

ISO 10002:2004 Complaints Management System provides guidance on the process of complaints handling related to products within an organization, including planning, design, operation, maintenance and improvement. The complaints handling process described is suitable for use as one of the processes of an overall quality management system. The international standard provides a framework that the information obtained through the complaints handling process can lead to Improvement in products and process Improve the reputation of organization.

LEARNING OBJECTIVES:

At the conclusion of the course, successful delegates should be able to:

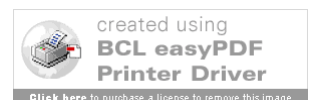
- Be able to explain the purpose of Complaint Management System;
- Be able to explain the processes involved in establishing, implementing, operating, monitoring, reviewing and improving a Complaint Management System;
- Interpret the requirements of ISO 10002:2004 in the context of an audit;
- Undertake the role of an auditor to plan, conduct, report and follow up an audit in accordance with ISO 19011;

COURSE CONTENTS:

- Standards requirements;
- Guiding principles;
- Effective handling of customer complaints;
- Enhanced customer confidence leading to customer satisfaction.



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Six Sigma Green Belt

Six Sigma is now often thought of as the new mantra in the corporate world. Business processes are transformed through the successful implementation of Six Sigma. We provide organizations the ability to realize significant bottom-line benefits by offering "change acceleration" solutions, and leveraging the power of Six Sigma to increase customer satisfaction, quality and profits. Our unique strengths are strong domain expertise in process, technology and people development,

LEARNING OBJECTIVES:

At the conclusion of the course, successful delegates should be able to:

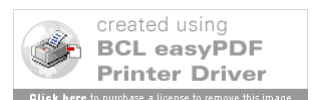
- To provide overview of Six Sigma Methodology and its applications to various industries.
- Improving business performance through Six Sigma Define, Measure, Analyze, Improve and Control (DMAIC) methodology. Introduce tools and techniques required for Six Sigma Green Belt.
- Apply Six Sigma tools to real life problems to achieve performance improvement.
- Ensure that the participants acquire skills required for Six Sigma Green Belt.
- Introduce the concept of Design for Six Sigma and its application to new product development.
- To provide an overview of lean Six Sigma.

COURSE CONTENTS:

- Fundamental concepts in Six Sigma;
- Concept of Yield, Defects Per Million Opportunities (DPMO), and Sigma Quality Level;
- Six Sigma Methodology: Define, Measure, Analyze, Improve, and Control (DMAIC) Procedure;
- Six Sigma Project Selection and Six Sigma Project Planning;
- Process Performance Metrics;
- Six Sigma Tool Box Quality Function Deployment,
 - Critical to Quality Tree,
 - Analytic Hierarch Process,



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- Failure Modes Effects and Criticality,
- Root Cause Analysis,
- Data Mining,
- Cause and Effect Diagram,
- Process Control

Implementation of through DMAIC methodology;

- Design for Six Sigma (DFSS);
- DMADV methodology;
- Lean Six Sigma;
- Roles and Responsibilities of Six Sigma Green Belt.

PROGRAMME METHODOLOGY

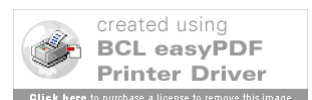
- Classroom training – 4 days, daily / continuous assessment and examination on the last day,
- Execution of live Six Sigma project at work place (after classroom training) to be completed within 3 months,
- Pre-assessment of Six Sigma project report by SQMS (report has to be sent to SQMS for approval),
- Final assessment – (For awarding Six Sigma Green Belt Certificate) – project presentation and viva voce at SQMS - 4 months after training.

CERTIFICATE

- After successful completion and evaluation of six sigma green belt project, six sigma green belt certificate will be awarded to the **participant**,
- Attendance certificate of Six Sigma Green Belt training will be awarded for participants who do not opt for the examination and project,
- Participants who could not clear the examination will not be allowed to submit the project for Green Belt evaluation. However such participants can reappear on payment of prescribed fees (only once).



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QMS ISO 9001:2008

INTERNAL AUDITOR COURSE

LEARNING OBJECTIVES:

At the conclusion of the course, successful delegates should be able to:

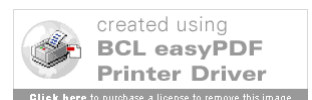
- To develop skills for conducting internal audits of ISO 9001: 2000 Quality Management System;
- To prepare First Party Auditors (For conducting Internal Audits Only)

COURSE CONTENTS:

- Details of ISO 9001:2008 clauses / requirements
- Auditing Standard ISO 19011:2002 requirements;
- Auditor's Roles and Responsibilities;
- Audit Planning, Checklists, Non conformance Reports;
- Audit Reporting, Final Team Meeting / Follow-up;
- Verification / Audit Records;
- Exercises, case study etc.;
- Course Examination.



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ISO/TS 16949:2002

INTERNAL AUDITOR COURSE

LEARNING OBJECTIVES:

At the conclusion of the course, successful delegates should be able to:

- Describe the objectives of ISO/TS 16949;
- Understand the requirements of ISO/TS 16949;
- to interpret the ISO/TS technical specification from an auditor's perspective ;
- Identify impacts on your organization;
- Understand the next steps you need to take within your organization;
- to function as effective Internal Quality Auditors ;

COURSE CONTENTS:

- Requirements of ISO/TS 16949;
- Comparing ISO/TS 16949 and ISO 9001:2000;
- Detailed description of ISO/TS 16949 with the objective of developing deeper appreciation for the language & content of the technical specification ;
- Understand quality audits & auditing ;
- Learn the Process Approach to internal quality auditing;
- Learn how to develop the interpersonal skills needed to effectively conduct an audit ;
- Preparing for an audit;
- Conducting an audit;
- Post-audit follow-up;
- Auditing for competitive advantages -- not just compliance;
- Examples;
- Exercises,
- Examination.



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