



**DBS Quality Management Int'l.**  
 894 Carriage Way, Lansdale, PA 19446  
 Ph.: 215-368-6266, e-mail: [deidradoc@aol.com](mailto:deidradoc@aol.com), or [mikedocrt@aol.com](mailto:mikedocrt@aol.com)  
 Visit our Website @ [dbsqualitymgmt.com](http://dbsqualitymgmt.com)

**1 DAY ISO 9001-2015 TRAINING**  
**VIRTUAL ONLINE TRAINING**  
 9:00AM - 4:00PM  
 2020 Fall Training - 2 Sessions Offered

**Course Description**

**Understanding the ISO 9001:2015 Standard:** This day is designed to provide an understanding of ANSI/ISO/ASQ 9001:2015 quality management systems requirements for implementation. Training will examine the 10 specific clauses of the standard, Management’s role, business operational processes tied to metrics (Key Performance Indicators, “KPI’s”), the application of the “Risk Management Process” and review of examples. A key aspect of the course presents methods to document your business management processes to meet the requirements of the standard. Course format is lecture, discussion, and learning feedback workshops.

**Agenda**

- ❖ Introduction, Higher Level Structure - QMS Principles, Scope
- ❖ Context Requirements
- ❖ Documentation Methods
- ❖ Leadership Requirements
- ❖ Planning the QMS and Risk Requirements
- ❖ Support and Operations Requirements
- ❖ Performance and Improvement Requirements
- ❖ Planning for Implementation
- ❖ Understanding Through Feedback Workshops

**Prerequisite:** Please read the ISO 9001:2015 Standard and bring a copy of the Standard to the training.

**Who Should Attend:** Individuals who need to understand the requirements of ISO 9001:2015 Standard to meet certification requirement or to maintain existing certification. This course is configured for beginners as well as seasoned professionals.

**Course Instructor:** Michael J. Dougherty, Certified QMS Lead Auditor, IAQG AEA, CMDCAS LA  
 25 Years Practicing Registrar Lead Auditor

**Cost: \$525 per person, 10% Discount for 3 or more attendees. All courses offered for individual companies per request.**  
 Includes training materials and training certificate upon completion.

**\$225.00 Advance payment to reserve your seat in the training session (non-refundable). Balance due after the training.**  
**Zoom link will be provided to join the training.**

**Please register the following for the One Day ISO 9001:2015 Training. Check the dates you/they will attend:**

- September 24, 2020                       November 12, 2020

	<b>NAME</b>	<b>Email</b>
<b>Print or Type Names, and individual emails to receive the Zoom training link:</b>		
<b>Company:</b>		<b>Street:</b>
<b>City:</b>	<b>State:</b>	<b>Zip:</b>
<b>Phone:</b>	<b>Fax:</b>	<b>Representative E-mail:</b>
<b>Fill in Method of Payment</b>		
<b>Purchase Order #</b>	<input type="checkbox"/> <b>Enclosed Check</b>	<input type="checkbox"/> <b>Money Order Enclosed</b>
		<b>Total Amount (US)</b>
		\$
<b>PO, Check, or Money Order Payable to DBS Quality Management Int'l.</b>		



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## 2 DAY ISO 9001:2015 INTERNAL AUDITOR TRAINING VIRTUAL ONLINE TRAINING

9:00 AM - 4:00 PM Each Day  
2020 Fall Training - 2 Sessions Offered

### Course Description

**Day 1: Understanding the ISO 9001:2015 Standard.** This day is designed to provide an understanding of ANSI/ISO/ASQ 9001:2015 quality management systems requirements for implementation. The training will examine the 10 specific clauses of the standard, Management's role, business operational processes tied to metrics (Key Performance Indicators, "KPI's"), the application of the "Risk Management Process" and review of examples. A key aspect of the course presents methods to document your business management processes to meet the requirements of the standard. Course format is lecture, discussion, and learning feedback workshops. See agenda for details.

**Day 2: Audit Mechanics-Process Based Audit Methodology.** This day is designed to develop internal quality management systems auditing skills using the process approach. Attendees will use the understanding from Day 1 and apply that material to the auditing process. Course format is lecture plus discussion, and audit skill development involves individual, team and interactive role play sessions. See agenda for details.

**Note: Those who attend the full 2-day program will receive Auditing Checklists, Internal Audit Procedure, and Process Audit Report Forms in Microsoft Word. All will receive process diagram forms also in Microsoft Word.**

**Prerequisite:** Please read the ISO 9001:2015 Standard and bring a copy of the Standard to the training.

**Who Should Attend:** Individuals who will perform audits to the ISO 9001:2015 Standard and anyone engaged in the development of the quality management system will benefit from this training, to meet certification requirement or to maintain existing certification. This course is configured for beginners as well as seasoned professionals.

**Course Instructor:** Michael J. Dougherty, Certified QMS Lead Auditor, IAQG AEA, CMDCAS LA  
25 Years Practicing Registrar Lead Auditor

**Cost: \$875 per person, 10% Discount for 3 or more attendees. All courses offered for individual companies per request.**  
Includes training materials and training certificate upon completion.

**\$350.00 Advance payment to reserve your seat in the training session (non-refundable). Balance due after the training.**  
**Zoom link will be provided to join the training.**

**Please register the following for the two-day ISO 9001:2015 Internal Auditor Training. Check the dates you/they will attend:**

September 24, and 25, 2020       November 12 and 13, 2020

	NAME		Email	
<b>Print or Type Names, and individual emails to receive the Zoom training link:</b>				
<b>Company:</b>		<b>Street:</b>		
<b>City:</b>		<b>State:</b>		<b>Zip:</b>
<b>Phone:</b>		<b>Fax:</b>		<b>Representative E-mail:</b>
<b>Fill in Method of Payment</b>				
<b>Purchase Order #</b>	<input type="checkbox"/> <b>Enclosed Check</b>		<input type="checkbox"/> <b>Money Order Enclosed</b>	
<b>Total Amount (US)</b>				
<b>\$</b>				
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**DBS**

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### **2 DAY ISO 9001:2015 INTERNAL AUDITOR TRAINING VIRTUAL ONLINE TRAINING**

**9:00 AM - 4:00 PM Each Day**

#### **Agenda**

##### **Day 1**

##### **Understanding the ISO 9001:2015**

- ❖ Introduction, Higher Level Structure - QMS Principles, Scope
- ❖ Context Requirements
- ❖ Documentation Methods
- ❖ Leadership Requirements
- ❖ Planning the QMS and Risk Requirements
- ❖ Support and Operations Requirements
- ❖ Performance and Improvement Requirements
- ❖ Planning for Implementation
- ❖ Understanding through feedback workshops

##### **Day 2**

##### **Audit Mechanics - Process Based Audit Methodology**

- ❖ The Auditor, Auditee, Audit & Audit Preparation
- ❖ Auditing Documented Information
- ❖ Develop the Process Audit Plan
- ❖ Process Audit Preparation
- ❖ Auditing Metrics, Goals and Performance
- ❖ Auditing for Compliance
- ❖ Writing the Process Audit Report
- ❖ Root Cause Analysis & Corrective Action Plan
- ❖ Corrective Action Verification and Closure
- ❖ Audit skill development through workshop sessions



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**AS9100D**  
**Quality Management Systems –**  
**Requirements for Aviation, Space and Defense Organizations**  
 9:00AM - 4:00PM Each Day  
**2020 Fall Training- 2 Sessions Offered**  
**VIRTUAL ONLINE TRAINING**

**Day 1: Understanding the ISO 9001:2015 Standard the Base Requirements for AS9100D-2016 Standard.** This day is designed to provide an understanding of ANSI/ISO/ASQ 9001:2015 quality management systems requirements for implementation. The training will examine the 10 specific clauses of the standard, Management’s role, business operational processes tied to metrics (Key Performance Indicators, “KPI’s”), the application of the “Risk Management Process” and review of examples. A key aspect of the course presents methods to document your business management processes to meet the requirements of the standard. Course format is lecture, discussion, and learning feedback workshops.

**Day 2: AS9100D-2016 Additional Requirements to ISO 9001:2015.** This day concentrates on the AS9100 revision “D” (2016) aerospace supplements over and above the requirements of the ISO 9001-2015 Standard, the application of AS9101F Audit Criteria/Requirements, AS9104/1, the OASIS database and implementation strategies for certification preparation. Key additional requirements of AS9100D-2016 will be reviewed. A specific focus is the review of the “Most Common Nonconformities” associated with companies seeking to achieve AS9100D certification, maintain their certification, or upgrade from ISO9001:2015 certification. Understanding through study workshops.

**Prerequisite:** Please read the AS9100D-2016 Standard and bring a copy of the Standard to the training.

**Who Should Attend:** Individuals who need to understand the requirements of AS9100D-2016 Standard to meet certification requirement or to maintain existing certification.

**Course Instructor:** Michael J. Dougherty, Certified QMS Lead Auditor, IAQG AEA, CMDCAS LA  
 25 Years Practicing Registrar Lead Auditor


**Cost: \$875 per person, 10% Discount for 3 or more attendees. All courses offered for individual companies per request.**  
 Includes training materials and training certificate upon completion.

**\$350.00 Advance payment to reserve your seat in the training session (non-refundable). Balance due after the training.**  
**Zoom link will be provided to join the training.**

**Please register the following for the two-day AS9100D-2016 Standard Training. Check the dates you/they will attend:**

October 15 and 16, 2020

December 10 and 11, 2020

	<b>Print or Type Names, and individual emails to receive the Zoom Training Link</b>			
<b>Company:</b>		<b>Street:</b>		
<b>City:</b>		<b>State:</b>		<b>Zip:</b>
<b>Phone:</b>		<b>Fax:</b>		<b>Representative E-mail:</b>
<b>Fill in Method of Payment</b>				
<b>Purchase Order #</b>	<input type="checkbox"/> <b>Enclosed Check</b>	<input type="checkbox"/> <b>Money Order Enclosed</b>		<b>Total Amount (US)</b>
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**ROOT CAUSE CORRECTIVE ACTION (RCCA) TRAINING**  
**VIRTUAL ONLINE TRAINING**  
 Half Day 9:00AM - 12:00 PM  
 2020 Fall Training - 2 Sessions Offered

**Course Description**

This course is designed to provide an understanding of root cause corrective action (RCCA) process flow and implementation. The training will examine various problem scenarios and application of root cause methods of analysis. Key points of focus covered are Containment, Risk, Direct Cause, Contributing Cause, Root Cause, Correction, Corrective Action, and effectiveness of actions taken. Course format is lecture, discussion, and learning through case study workshops.

**Agenda**

- **Introduction RCCA**
- **Containment**
- **Correction**
- **Analysis of the Problem: Methods/Risk**
- **Root Cause Corrective Action**
- **CA Plan Implementation**

**Prerequisite:** None

**Who Should Attend:** Individuals who need to understand and respond to various cited nonconformities from customers, audits, nonconforming processes, nonconforming process outputs, supplier nonconformities, or any deficiency that requires root cause corrective action to prevent reoccurrences. Management, production, service, quality, auditors and technical personnel who must respond to corrective action request and evaluate responses. This course is configured for beginners as well as seasoned professionals.

**Course Instructor:** Michael J. Dougherty, Certified QMS Lead Auditor, IAQG AEA, CMDCAS LA  
 25 Years Practicing Registrar Lead Auditor

**Cost:** \$325 per person, 10% Discount for 3 or more attendees. All courses offered for individual companies per request. Includes training materials and training certificate upon completion.

**\$175.00 Advance payment to reserve your seat in the training session (non-refundable). Balance due after the training. Zoom link will be provided to join the training.**

**Please register the following for the Half Day Root Cause Corrective Action Training. Check the dates you/they will attend:**

- September 10, 2020                       October 29, 2020

	NAME	Email
<b>Print or Type Names, and individual emails to receive the Zoom training link:</b>		
<b>Company:</b>		<b>Street:</b>
<b>City:</b>	<b>State:</b>	<b>Zip:</b>
<b>Phone:</b>	<b>Fax:</b>	<b>Representative E-mail:</b>
<b>Fill in Method of Payment</b>		
<b>Purchase Order #</b>	<input type="checkbox"/> <b>Enclosed Check</b>	<input type="checkbox"/> <b>Money Order Enclosed</b>
		<b>Total Amount (US)</b>
		\$
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 Web site: [www.dbsqualitymgmt.com](http://www.dbsqualitymgmt.com)

**½ Day ISO 9001:2015/AS9100D/TS16949:2016  
 Quality Management System  
 Management Training  
 Virtual Online Training or On-Site Training**

**Description:** This program is designed to provide an understanding of Management's role for implementation of the Quality Management System baseline requirements of the ISO Series Standards; which provides the basis for many other standards and regulations. The scope of the training will include a review of quality management systems (QMS) concepts with specific focus on management leadership, management's role and accountability, context of the organization, responsibility of the process owners, business operations performance effectiveness, metrics and improvement; how the standard provides value added tools for bottom line results, and risk management. Additional discussions include the Registrar's point of view and implementation of management strategies. The course is conducted by a practicing Registrar Lead Auditor and Business Manager, providing first-hand information; the Registrar's expectations as to what must be in place from a management perspective; how best to prepare for certification, certification upgrade, or to maintain certification status. Course format is lecture and discussion.

**Prerequisite:** Bring a copy of the standard to the training; Best to read it prior to attendance.

**Who Should Attend:** Senior Management, Staff Managers and Management in charge of specific business operating processes: i.e., Customer Service, Quality Control, Design/Engineering, Purchasing, Inventory/Storage, Shipping/Receiving, Production/Production Planning, Service, etc. This course is configured for all managers who are responsible for the business operating segments.

**Course Instructor:** Michael J. Dougherty, Exemplar Global QMS LA ISO 9001 & ISO 13485 Certifications  
 IAQG AEA AS9100 Aerospace LA Certification  
 23 Years Practicing Registrar Lead Auditor, & 10 years QS9000 Lead Auditor  
 3 years Exemplar Global Technical Advisory Group; Examiner AS9100 Auditor Certification and Training

**Course Agenda**

- Introduction and QMS Principles
- Context of the Organization Requirements
- Management Leadership Requirements
- Planning and Risk Requirements
- Performance Metrics/KPI Requirements
- Summarized Planning for Implementation

**For on-site Training please contact us for pricing: [deidradoc@aol.com](mailto:deidradoc@aol.com), or [mikedocrt@aol.com](mailto:mikedocrt@aol.com) Ph: 215-368-6266**

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