

Course Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Member	Non-member
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### Quality Management

Introduction to quality management	16-17		8-9		9-10		3-4		5-6		14-		495	594
Implement a Quality Management System		13-14			1-2		30-31		26-27			5-6	495	594
Developing the skills of the new quality manager		16-17			14-15				13-14			10-11	495	594
Creating a customer focused organisation			5-6			11-12			19-20			6-7	495	594
Supplier relationship management			14-15			21-22					19-20		495	594
Future role of the quality manager			7			13				8			495	594
Balance scorecard - Measuring, managing & improving what matters			12			11			3				295	354
Evidence based management			13			12			4				295	354

### Process Management

Process Design improvement	31 Jan			24-25		26-27			11-12		7-8		495	594
Control charts and variation				26-27			10-11			11-12			495	594

### Quality Tools

Root cause analysis		15-16		23-24		19-20	23-24		3-4		20-21		495	594
Tools & techniques for performance improvement		21-22		25-26		21-22	25-26		5-6		22-23		495	594
Quality Planning			13-14		16-17		12-13			9-10			495	594
Cost of quality		6		16			2			8			295	354

### Improvement and Change

Lean six sigma	For more information please contact CQI training													
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### Auditing

Internal auditing	23-24	23-24	29-30	26-27	21-22	28-29	26-27		24-25	29-30	26-27	12-13	495	594
External auditing		20-24		16-20			16-20			15-			925	1110

### Sustainable Business Management - 21st Century Quality

SBM - strategic quality		7				14				22			295	354
SBM - auditing system and process risk			19				9				12		295	354
SBM - designing a SBM management system					23				10			3	295	354