



## ISO Training & Consulting Services



***Achieve breakthrough levels of quality!  
Strengthen your ISO compliance, Quality Management System and knowledge base across your organization.***

Whether you are pursuing ISO certification or improving your existing ISO foundation, More Effective Consulting, LLC will help you achieve your goals. We offer 100% customized solutions that stretch your training hours across weeks to best meet your schedule! We also help you obtain grant money that typically yields 50% to 100% reimbursement!

We offer five primary ISO services:

- 1. ISO Concept Training/refresher:** 9001:2000, 9004:2000, 13485:2003, TS-16949, AS-9100, Part 820, GMP, ISO-Hospitals
- 2. ISO Auditing and Internal Auditor Training:** Shop floor 'role play' and advanced auditor hands-on training
- 3. ISO Process Improvement Training:** Root Cause Analysis, Process Capability, Lean Tools, 6 Sigma, and much more...
- 4. ISO / Registrar Assessments and Gap Analysis:** Prepare for ISO Audits and QMS Design & Compliance
- 5. ISO Certification:** Let us help you explore the benefits of ISO, assess your readiness and assist in the implementation

Our engagements last as little as 3-6 hours for refresher training to 3-4 days for packaged training and a mix of services. We energize your employees with training that ensures auditing, QMS and process compliance.

- 1. ISO Concept Refresher:**
  - I. Pick and Choose the specific ISO standards training that you need (see those mentioned above)
  - II. Our training includes a Gap Analysis summary of your ISO Quality Management System (QMS) manual, procedures, work instructions, and forms for ISO compliance/certification.
- 2. Internal Auditor (IA) Training "How to be an Auditor"**
  - I. Utilizing standard forms and world class methods
  - II. Incorporate your real-world processes, work flow and product applications. Learn how to effectively conduct auditing, writing and communicating a corrective action report (CAR) with proper follow-up methods.
- 3. Internal Auditor "Role Play" Training**
  - I. Learn while 'In the trenches' and conduct trials utilizing one-on-one internal audits
  - II. Create and speak through scripts and proper wording and communication methods
  - III. Work through actual CAR's to discuss auditing approach, frequency, tools and follow up methods. Review best practices on engaging your organization's culture.
- 4. Internal Auditor Root Cause & Systems Analysis Training**
  - I. Concept training on Root Cause Analysis (RCA) tools and techniques
  - II. Utilizing your live ISO documents and procedures to learn:
    1. How to identify root causes & communicate them to owners and managers
    2. How to talk to process owners in determining root causes while implementing daily management systems
    3. How to set up pro-active indicators to anticipate and mitigate future causes
- 5. ISO Certification Assistance**
  - I. Help you facilitate through the certification process and specifically for hospitals – achieve deemed status
  - II. Help you conduct a GAP ANALYSIS comparing your current to future state
  - III. Help you choose a registrar and accomplish other preparatory requirements

