

1. REGIONAL SUMMER ACADEMY FOR QUALITY MANAGEMENT AND AUDITING

Education for:

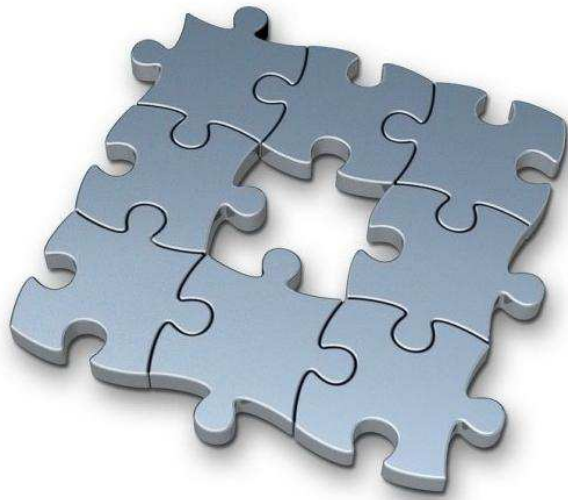
- Quality Assistant
 - 01. – 08.07.2013.
- Quality Systems Manager
 - 01. – 15.07.2013.

Education for:

- Auditor
 - 16. – 18.07.2013.
- Lead Auditor
 - 16. – 20.07.2013.



Success with quality



Certificates



Oskar Edukos Certificate



European Organization for Quality Certificate

For further information

For further information contact via e-mail tajnistvo@regionalna-akademija.eu

The structure of the education cycle



1) quality managers do not require the exam for quality assistant

Quality Assistant	
QM 1	Process-oriented quality management systems and internal audit
QM 2	The application of quality management systems
EQR¹⁾	Exam for Quality Assistant (optional)
Quality Systems Manager	
QM 3	Techniques, tools, and measurement methods for decision making
QM 4	TQM – improvements in quality management
EQM	Exam for Quality Systems Manager
Auditor	
QMA	Auditor
EQMA	Exam for Auditor
Lead Auditor	
QMLA	Lead Auditor
EQMLA	Exam for Lead Auditor



Quality Assistant

6 days of education and 1 day exam



The goal of education

Train students according to EOQ harmonized scheme for the preparation and establishment of a quality system according to ISO 9001 as well as system management and system testing.

Quality Assistant work profile

Quality Assistants have the ability to establish a quality management system based on the ISO 9001 requirements. They also act as management representatives of small and medium enterprises or departments of larger organizations, responsible for quality managements system. They are able to perform internal audit in a organization. They understand the importance of integration with other management systems, such as the environment or health care and safety and they promote teamwork.

Course

Taking place: 01. – 06.07.2013.
Course hours: 08:30 – 19:30,
Sunday free time

Price: 1.050,00 €

Course content according to modules:

- **Process-oriented quality management systems and internal audit (QM 1)**
 - Quality and quality management
 - Process-oriented quality management systems
 - Management quality quotas
 - Internal audit
 - Environment aspects in quality management

- **The application of quality management systems (QM 2)**

- Designing quality management systems
- Analysis of the current quality state
- Managing quality project
- The methodology of developing business process
- The methodology of developing documentation on quality
- Moderation and presentation in teamwork

Exam

- optional; Quality Systems Manager does not require the exam for Quality Assistant
- Note: you must apply separately for the exam.

Date: 08.07.2013.

Price: 270,00 €

Procedure

The written exam consists of multiple-choice questions and lasts 30 minutes. The oral exam consists of an interview focused on the gained knowledge and lasts 10 minutes per candidate.

Prerequisites

Secondary education (proved with school report copy), and 2 years of work experience, thereof 1 year of work experience in quality management.

Certificate

After successfully passing the exam and submitting the evidence of practice, the candidate will receive the Quality Assistant Certificate. Additionally, EOQ Quality Assistant Certificate can be issued upon request.



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Quality Systems Manager

Additional 6 days of education and 1 day exam



The goal of education

Train students to be able to assess, evaluate and improve management systems, regardless of type, size and structure of the organization.

Quality Systems Manager work profile

Quality Systems Managers are familiar with ISO 9000 ff, and are in a position to effectively plan, establish and further develop quality management system in organizations of all types and sizes. Quality Managers know how to integrate other management systems eg, environment or health care and safety, and can actively participate in organizational development. Their high level of business skills contributes significant creation of value in organizations. They operate on the border between the executive management and other areas in organization and know how to lead and motivate interdisciplinary teams.

Course

Taking place: 08. – 13.07.2013.

Course hours: 08:30 – 19:30,

Sunday free time

Note: Quality Assistant course must be completed.

Price: 2.100,00 €

Course content according to modules:

- **Techniques, tools and measurement methods for decision making (QM 3)**
 - Basic statistical measures and their presentation
 - Application of hypergeometric distribution
 - Application of binomial distribution
 - Application of Poisson distribution
 - Application of normal distribution

- Transforming normal distribution into Z - distribution
- Statistical process control

- **TQM – improvements in quality management (QM 4)**

- Total Quality Management TQM
- Management and leadership
- Processes and Process management
- Controlling and Quality
- Integrated Management Systems
- Group work on practical examples

Exam

- Note: you must apply separately for the exam.

Date: 15.07.2013.

Price: 500,00 €

Procedure

The written exam consists of multiple-choice questions and lasts 30 minutes. The oral exam consists of group work (solving Case Study), which lasts 90 minutes with closing presentation of solutions, that lasts 8 – 12 minutes per candidate.

Prerequisites

Bachelor degree or higher education (proved with degree copy), and a verification of minimum of 4 years of work experience, thereof 2 years of work experience in the field of quality management (proved with a authenticated certificate of the company). Or, Secondary education (proved with school report copy), and a verification of minimum of 8 years of work experience, thereof 4 years of work experience in the field of quality management (proved with a authenticated certificate of the company).

Attended courses:

- Process-oriented quality management systems and internal audit (QM 1) and
- The application of quality management systems (QM 2).

Certificate



After successfully passing the exam and submitting the evidence of practice, the candidate will receive the Quality Systems Manager Certificate. Additionally, EOQ Quality Systems Manager Certificate can be issued upon request.



Auditor

3 days of education and 1 day exam



The goal of education

Train students to evaluate, assess and improve the management system regardless of type, size and structure of the organization.

Auditor work profile

With a Management System Auditor (of quality, and environmental and health care and safety protection) the organization receives a comprehensive view of its system performance. Audits are an important platform for learning the organization. The success of an audit depends on Auditors' competence. Auditors must possess competencies that include the understanding of system management and auditing methods, the ability to communicate, analyze and decision making, and the ability of identifying deeper interactions in complex systems.

Course

Taking place: 16. – 18.07.2013.

Course hours: 08:30 – 19:30

Price: 1.050,00 €

Course content:

- Selected definitions from ISO 9000:2005, ISO 14001:2004, EMAS-regulation as well as ISO 19011:2011 standards
- Audit basics

- Competence and evaluation of auditors
- Audit preparation
- Audit implementation
- Case examples via Auditor course
- Communication/psychological aspects

Exam

- Note: you must apply separately for the exam.

Date: 20.07.2013.

Price: 500,00 €

Procedure

The written exam consists of multiple-choice questions and lasts 30 minutes. The oral exam consists of an interview focused on the gained knowledge and lasts 10 minutes per candidate.

Prerequisites

Possession of valid Oskar Edukos or EOQ certificates for the assistant and/or Manager: of quality and/or environment and/or health care and safety and safety and/or food safety. The minimum of 4 years of work experience (full working time), thereof the minimum of 2 years of work experience in controlling, security and quality management of environment or health care or safety and food safety. Proof of attending all four complete audits in total duration of at least 20 days.

Certificate



After successfully passing the exam and submitting the evidence of practice, the candidate will receive a Quality Auditor, Environment Auditor, Health Care and safety Auditor and/or Food Safety Auditor Certificate, depending on the field of orientation. Additionally, EOQ certificate can be issued upon request. If evidence of practice is missing, Auditor Trainee Certificate will be issued.



Lead Auditor

Additional 1 day of education and 1 day exam



The goal of education

Train students to evaluate, assess and improve the management system regardless of type, size and structure of the organization.

Lead Auditor work profile

With a Management System Auditor (of quality, and environmental and health care and safety protection) the organization receives a comprehensive view of its system performance. Audits are an important platform for learning the organization. The success of an audit depends on Auditors competence. Auditors must possess competencies that include the understanding of system management and auditing methods, the ability to communicate, analyze and decision making, and the ability of identifying deeper interactions in complex systems.

Course

Taking place: 19.07.2013.

Course hours: 09:00 – 17:00

Note: Auditor course must be completed.

Price: 1.250,00 €

Course content according to modules:

- Conducting an Audit team
- Auditing Integrated Management System
- Auditing focused on added value
- SOS audit
- SGU audit
- ISO 17021
- Case examples

Exam

- Note: you must apply separately for the exam.

Date: 20.07.2013.

Price: 500,00 €


Procedure

The written exam consists of 40 multiple-choice questions and lasts 60 minutes, followed by solving practical audit example that requires a written audit plan and audit report (duration 60 minutes). The oral exam consists of a simulated audit situation.

Prerequisites

Possession of valid Oskar Edukos or EOQ certificates for the Quality Manager and/or Environment Manager and/or Health Care and Safety Manager and/or Food Safety Manager. The minimum of 4 years of work experience (full working time), thereof at least 2 years of work experience in controlling, security and quality management/environment/health care and safety and food safety. Proof of attending all four complete audits in total duration of at least 20 days, thereof three audits must be completed as Audit Team Leader (total duration 15 days).

Certificate

 After successfully passing the exam and submitting the evidence of practice, the candidate will receive Lead Auditor, Lead Environment Auditor, Lead Health Care and safety Auditor and/or Lead Food Safety Auditor Certificate, depending on the field of orientation. Additionally, EOQ certificate can be issued upon request. If evidence of practice is missing, Lead Auditor Trainee Certificate will be issued.

