



Canadian Training Catalogue Winter / Spring 2010

EXPANDING YOUR HORIZONS

Public Training, Onsite Training, e-Learning, Webinars, Workshops

raising standards worldwide™



About BSI

As the world's leading registrar and provider of risk-based solutions designed to protect your corporate brand and reputation, BSI has over 100 years of experience leading the way in developing standards for a variety of business operations. Our focus is creating integrated solutions and training programs that improve a company's efficiency and allow it to effectively manage its risks.

BSI employs over 1,000 assessment professionals throughout the world, and our diverse resource base gives us access to a comprehensive collection of degreed professionals with backgrounds in business, consulting, engineering, and environmental science, allowing us the ability to provide the best possible integrated solutions and support services to our clients.

BSI strives to understand our customers' unique goals to best assist them in their management journey. Our holistic, flexible, and ongoing account management approach to our customers ensures that we deliver the strongest service and satisfaction.

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About BSI Training Solutions

BSI Training Solutions is committed to being your premier training service provider for your management system across all the markets we serve. The markets we reach range across manufacturing, healthcare/medical device, aerospace, government, and financial – just to name a few. For each of these markets, we offer a comprehensive path to certification program beyond traditional training providers. Our training programs are tailored to the industry and provide a unique view into management systems. Some of the integrated modules that are available with our training elements include:

- Business imperatives to show the value of training and auditing program
- How to maximize value out of your management system

This enables you to leave our training classes with both the book and practical knowledge around the standard. In addition to training on management system standards, BSI also offers training for management and leadership, including supply chain management.

Why Training

Studies show that investing in the right training improves profit margins and encourages higher motivation and morale of staff members. Our training courses are designed to provide the tools you and your staff need to learn and understand standards, and to manage audit programs for your management system. Learning the specifications and requirements for each standard relevant to your business will better ensure an effective system, allowing your organization to enhance efficiencies, improve performance, mitigate risks, and become better organized and prepared.

Entropy™ Software Solutions

BSI's Entropy Software is an integrated management tool, designed to simplify the processes of monitoring facility's performance and evaluating audit reports. This provides your organization an efficient way to obtain accurate information and to provide stakeholders with the appropriate information to make important business decisions. www.bsi-entropy.com

Supply Chain Solutions

BSI's Supply Chain Solution offers state-of-the-art supplier risk assessments and accurate metrics to substantially mitigate risks to your company's cargo, protecting your brand and reputation as well as meeting the demands of different government security schemes. The Supplier Compliance Manager® (SCM) is BSI's web-based hosted solution designed to facilitate Customs-Trade Partnership Against Terrorism (C-TPAT), Partners in Protection (PIP) and Authorized Economic Operator (AEO) compliance as well as provide global cargo tampering data and terrorism risk modeling which allows you to more accurately assess the potential risk of your suppliers worldwide. www.bsigroup.ca/SupplyChainSecurity

Our Training Delivery Options

BSI offers training in many different formats, allowing you to choose the one that suits you best.

O ONSITE TRAINING

An On-Site Training course is one held at your own facility and is typically open only to your employees. Training students on site eliminates their travel expenses and additional time away from the office. On-site Training can be custom-tailored to your requirements.

P PUBLIC TRAINING

A Public Training course takes place in an open setting and is available to anyone who registers. This type of training is a convenient low cost way to send a small number of employees to learn. Attendees are away from office distractions and often benefit from the exposure to people from other organizations. Lodging and travel costs are not included in the course fee. The individuals attending the course must make their own travel arrangements. When possible, rooms are offered at special "BSI Training" rates, up to one month prior to a course date. After that date, the hotel may charge a higher rate consistent with their prevailing rate schedule. Book early and save.

WK WORKSHOP

A workshop is an interactive session led by an experienced instructor. By providing the student the opportunity to learn through case studies, group exercises and sharing best practices, workshops provide a hands-on learning experience. Workshops are generally customized to suit the specific needs of the organization and are a very pragmatic approach to improving staff skills and knowledge.

e eLEARNING

eLearning is an innovative distance learning tool, where course content is delivered online.

W WEBINARS

A webinar is an interactive multimedia presentation that allows participants to hear the instructor through a telephone conference call while following the presentation online.

BSI's Tailored Training Solutions

Onsite Training

BSI can provide all of our Training courses, e-Learning, and Webinars at your facility and at your convenience.

So, what are the advantages of onsite and customized training?

Advantages

- Save on course fees when compared to Public Training
- Choose a date and location that is convenient for you
- Train all of your employees at the same time — promoting a team environment and continuity
- Eliminate the costs of employee travel, as well as lost time — our experts will come to you
- Select from additional courses only available onsite or even have a course customized to your organizations needs

The Next Step

For more information and to speak with our experts, call 1 800 862 6752 or complete our online quote form at:

www.bsigroup.ca/onsite.

If your company is registered by BSI, please call a BSI representative prior to scheduling onsite training to avoid any conflicts of interest with sector-based requirements.

How do I register?

BSI offers you several ways to book courses or obtain further information:

Phone us at: 1 800 862 6752

E-mail us at: cantrain@bsigroup.com

Visit us online at: www.bsigroup.ca/training

NEW at BSI

*Being trained as an
ISO Lead Auditor
just got easier!*

Our 5-day course has been both improved and streamlined into a new 4-day format.



Our 4-day ISO 9001, ISO 14001 or OHSAS 18001 Lead Auditor courses are certified by the RABQSA through the Training Provider and Examiner Certification Scheme (TPECS) program. The TPECS program is more focused on competency and allows more flexibility on content and duration. It is designed to reflect innovative learning and assessment practices, as well as, to demonstrate that students achieve the level of knowledge needed for RABQSA personnel certification. Students successfully completing our new 4-day Lead

Auditor course receive a Certificate of Attainment for each of these RABQSA knowledge competency units

- QM** Quality Management Systems
- OH** Occupational Health and Safety
- EM** Environmental Management Systems
- AU** Management Systems Auditing
- TL** Leading Management Systems Audit Teams

Exams are given at the end of each competency unit. Certificates of Attainment are provided to students who are deemed "Competent" for each competency unit. Certificates of Attendance are provided to students that do not pass a competency exam and they are given an opportunity to retake the exam.

Requirements / Understanding – 2 days

Pick One:

- **Quality Management Systems – QM**
- **Environmental Management Systems – EM**
- **Occupational Health and Safety Management Systems – OH**

Internal Auditor – 3 days

Pick One:

- **Quality Management Systems – QM**
- **Environmental Management Systems – EM**
- **Occupational Health and Safety Management Systems – OH**



Management Systems Auditing – AU

Lead Auditor Training – 4 days

Pick One:

- **Quality Management Systems – QM**
- **Environmental Management Systems – EM**
- **Occupational Health and Safety Management Systems – OH**



Management Systems Auditing – AU



Leading Management Systems Audit Teams – TL

BSI offers a collection of e-Learning courses that is built for your convenience.

Tailored e-Learning Solutions

e-Learning is a cost effective way to train your employees on tailored courses developed to your specifications.

- Throughout different departments.
- Across multiple locations and time zones.
- In different countries.

Advantages of e-Learning

1. You decide on the course content and our subject matter experts and course designers develop an effective e-learning solution to meet your needs.
2. Courses can be broken down into short modules for greater learning ease and effectiveness.
3. Employees throughout your organization can take the training regardless of location or time zone.

4. Employees learn at their own pace.
5. No expensive travel costs or lost time.
6. Inexpensive and effective method of training.
7. The design and look of the course can be developed in basic, dynamic or highly sophisticated formats. Modules can include voiceover, video, photo images, interactive capability, and user tests.

The Next Step

For more information and to speak with our experts, call 1 800 862 6752 or complete our online quote form at

www.bsigroup.ca/e-learning

e-Learning and Webinars

Take self-paced and/or recorded webinars at your leisure. Our library collection of online courses includes a variety of topics and continues to grow. **Prices are in USD.** For the latest offerings, visit: www.bsigroup.ca/elearningcourses

Quality ISO 9001

Essentials of ISO 9001:2008
Cost: \$125; self-paced.

Key Changes to ISO 9001 for 2008
Cost: \$50; self-paced.

Essentials of Quality Management Systems - Auditing Process
Cost: \$99; self-paced

Essentials of Root Cause Analysis
Cost: \$75; self-paced

Aerospace AS9100

Changes in AS9100 Revision C
Cost: \$75; self-paced

Essentials of SAE AS9003
Cost: \$99; self-paced

Essentials of SAE AS9006
Cost: \$99; self-paced

Essentials of SAE AS9110
Cost: \$99; self-paced

Essentials of SAE AS9120
Cost: \$99; self-paced.

Essentials of SAE AS9100 Revision C
Cost: \$149; self-paced

Essentials of SAE AS9014
Cost: \$39; self-paced

Automotive ISO/TS 16949

Overview of ISO/TS 16949:2002
Cost: \$75; recorded webinar

IT Service Management

Overview of ISO/IEC 20000:2005
Cost: \$75; Recorded Webinar

Medical Devices

Essentials of ISO 13485:2003
Cost: \$125; self-paced

Overview of ISO 13485:2003
Cost: \$75; recorded webinar

Overview of CE Marking for Medical Devices
Cost: \$75; recorded webinar

Japan New Regulations for Medical Devices Manufacturers
Cost: \$99; recorded webinar

Overview of CMDCAS
Cost: \$75; recorded webinar

Overview of Version 5 Vigilance Guidelines
Cost: \$99; Webinar.

Overview of ISO 14971:2007
Cost: \$75; recorded webinar

Overview of Animal Tissue Requirements
Cost: \$99; recorded webinar

Environment ISO 14001

Essentials of ISO 14001:2004
Cost: \$149; self-paced

Overview of ISO 14001:2004
Cost: \$75; recorded webinar

Occupational Health and Safety OHSAS 18001

Essentials of BS OHSAS 18001:2007
Cost: \$125; self-paced

Transition to BS OHSAS 18001:2007
Cost: \$149; recorded webinar

Information Security ISO 27001

Overview of ISO 27001:2005
Cost: \$75; recorded webinar

Supply Chain Management

Security Training and Threat Awareness in the Supply Chain
Cost: \$175; self-paced



Quality Management Systems give you the framework you need to monitor and improve performance in any area you choose. ISO 9001:2008 is, by far, the world's most established quality framework, which sets the standard not just for Quality Management Systems, but management systems in general. ISO 9001:2008 is helping organizations in diverse industries to succeed through improved customer satisfaction and staff motivation.

Understanding ISO 9001:2008



1 Day

This course provides a working knowledge of ISO 9001 definitions, concepts, guidelines, and requirements. You will come away with knowledge of the ISO 9001 process approach, the eight quality management principles, an understanding of management roles, and the benefits of a quality management system.

ISO 9001:2008 Requirements



2 Days

This competency-based 2-day course teaches a general understanding of the concepts of the ISO 9001:2008 standard and how the requirements impact the day-to-day operations of organizations in any industry. An experienced instructor explains the clauses of ISO 9001:2008 in detail, providing a base for understanding the Quality Management Principles and includes auditing the requirements of the standard. Students learn by participating in group exercises and in-depth discussions.

Implementing ISO 9001:2008



2 Days

This training course provides you with an understanding of the ISO 9000-series quality management definitions, concepts, guidelines, requirements, and purpose. You will learn the best practices for implementation of each clause of ISO 9001:2008 and how to build an efficient and effective quality management system. You will also learn how to prepare for an audit and plan for registration.

ISO 9001:2008 Internal Auditor



2 Days

This course (Unaccredited) teaches the principles and practices of effective internal audits in accordance with the ISO 9000 series of standards and ISO 19011:2002, "Guidelines for Quality and/or Environmental Management Systems Auditing".

ISO 9001:2008 Internal Quality Systems Auditor



3 Days

This course provides extensive knowledge of ISO 9001 and ISO 19011 definitions, concepts, guidelines, and requirements. It provides in depth coverage of an auditor's roles and responsibilities, the principles, practices, and types of audits, and the RABQSA's certification scheme. This course provides you with the tools you need to conduct all phases of an internal audit, including preparing and presenting effective audit reports.

ISO 9001:2008 Lead Auditor



4 Days

This course provides a working knowledge of ISO 9001 and ISO 19011:2002 definitions, concepts, guidelines, and requirements. You will gain confidence in managing each process of an audit program for a quality management system, from understanding auditor responsibilities to reporting audit results.

Root Cause Analysis



2 Days

This course is designed specifically for organizations working within the manufacturing sector. The 2-day course is designed to provide a working understanding of the application of the 8D Problem Solving methodology in a manufacturing environment.

Quality Systems Documentation



2 Days

This introductory documentation course teaches the ins and outs of ISO 9001 documentation, including how to identify required documents, write effective documents, explain the differences between documents and records, and understand document and record control requirements.

Advanced Process Auditing for Management Systems



2 Days

This course teaches the principles and practices of effective management systems and process audits in accordance with ISO 19011:2002, "Guidelines for Quality and/or Environmental Management Systems Auditing." Experienced instructors assist students in reviewing audit skills, understanding different approaches to carrying out audits and establishing the link between business performance and the work of the auditor.

Utilisation de l'approche processus pour les audits internes



2 Days

Ce cours approfondit les connaissances des participants sur la méthodologie et les outils reliés à l'approche processus lors de la performance des audits internes selon la norme ISO 9001:2008. Un survol des exigences spécifiques de la norme reliées à l'approche processus est effectué afin de faciliter l'intégration des notions avec les exigences applicables.

(Only available in French)



An integrated management system is a management system that integrates all of an organization's systems and processes into one complete framework, enabling an organization to work as a single unit with unified objectives. Companies today recognize the benefits of integrated management systems, which go beyond quality and can combine all aspects of quality, environmental, health & safety and risk.

ISO 9001:2008, ISO 14001:2004 and BS OHSAS 18001:2007 Integrated Internal Auditor



3 days

This course teaches the principles and practices of effectively integrating management systems and in accordance with the ISO 9000 series of standards, the ISO 14000 series of standards, and OHSAS 18001.

Integrated Management System Internal Auditor



2 days

This course teaches the principles and practices of effective management systems and process audits in accordance with the ISO 14000 series of standards, the ISO 9000 series of standards, and ISO 19011:2002, "Guidelines for Quality and/or Environmental Management Systems Auditing."

Integrated Management System Basics



2 days

This course enables students to leverage and combine two or more management system standards into one integrated management system (IMS) for an organization. Students will learn the steps of integration as it affects business processes, objectives, and risks and the impact the integration can have on the efficiency and effectiveness of the system



Quality and reliability are critical values for the aerospace industry. Quality Management Systems have been used in the Aerospace industry for many years. Efforts by members of the Aerospace industry to establish a single common Quality Management System has resulted in the AS series, which are used and supported by the world's leading Aerospace companies and throughout their supply chain partnerships.

Understanding SAE AS9100 Revision C



2 Days

This course discusses the terms, definitions, concepts, and purpose of SAE AS9110. You will learn about its process approach, how to interpret the individual clauses of the standard, the factors that contribute to effective quality management systems, and how the standard affects your organization.

Implementing SAE AS9100 Revision C



2 Days

This introductory course discusses the concepts needed to understand, develop, and implement an aerospace-specific quality management system, providing you with key principles and guidance to implement the system and prepare an audit.

SAE AS9100 Revision B* (with Overview of Revision C) Internal Auditor



3 Days

This course provides a working understanding of the principles and requirements of effective auditing and the process approach of the AS9100 quality management series, giving hands-on training in managing an audit program.

SAE AS9100 Revision B* Lead Auditor



5 Days

This advanced course provides in-depth coverage of the principles and practices of the AS9100 series of standards. You will learn how SAE AS9100 Revision B relates to the requirements of the Civil Aviation Authority, Department of Defense, and National Space Agency. The course will provide you with a complete knowledge of the auditing process, giving you the confidence and knowledge to manage and conduct an audit program.

** Check our website for the latest information on course update to Revision C.*

The global automotive industry demands world-class levels of product quality, productivity, competitiveness and continual improvement. To achieve this, many vehicle manufacturers insist suppliers adhere to strict technical specifications laid out in a Quality Management System for suppliers to the automotive sector known as ISO/TS 16949. ISO/TS 16949 has been developed by the International Automotive Task Force (IATF) to encourage improvement in both the supply chain and the certification process.

ISO/TS 16949:2009 Internal Auditor

3 Days

BSI's ISO/TS 16949:2009 Internal Auditor course helps students understand and practice internal auditing for ISO/TS 16949. Students will gain the skills to create audit schedules, follow audit trails, and write nonconformance and audit reports. Experienced instructors lead students through case studies and audit simulations, and students gain a working knowledge of ISO 19011:2002, "Guidelines for Quality and/or Environmental Management Systems Auditing." The instructor-led lectures also help students understand the role of customer-specific requirements within the auditing process.

ISO 9001:2008 Lead Auditor Course with Emphasis on ISO/TS 16949:2009



5 Days

You will learn in this course the ISO/TS 16949 and ISO 19011 definitions, concepts, guidelines, and principles, as well as how to interpret all clauses of the standard. In addition, you will learn customer-specific requirements for Ford, General Motors, and Chrysler, their relation to the standard, and how to manage the entire audit process.

Understanding and Implementing ISO/TS 16949:2009

2 days

BSI's "Understanding and Implementing ISO/TS 16949:2009" course is designed by automotive industry experts for automotive industry experts. This course outlines the ISO/TS 16949 standard, enumerates differences between QS-9000 and ISO/TS 16949, and provides guidelines for implementation. Students participate in small group activities, along with instructor-led lectures, to gain the knowledge needed to effectively implement the most current requirements outlined in ISO/TS 16949:2002.

Failure Mode Effects Analysis (FMEA)

1 day

BSI's Failure Mode and Effect Analysis (FMEA) course is an attempt to delineate all possible failures and their effects on the system. The objective is to classify failures according to their effect. FMEA is a discipline that focuses upon design, whether it is of a product or a process, and this one day course provides a working understanding of the FMEA process, both for Design FMEA and Process FMEAs. Students will study practical problems, which are designed to highlight the important aspects of these techniques. The mixture of tutorial and practical exercises will allow attendees to return to their normal activities and play a creative and effective part in the FMEA process in their organization.



There are rising concerns that IT services, whether provided internally or outsourced, are not aligned with the needs of a business and its customers. One recognized solution is to use an IT Service Management System (ITSMS) based on ISO/IEC 20000-1:2005, the international standard for IT service management. Certification to this standard enables an organization to independently demonstrate to its customers that it meets best practice.

Understanding ISO/IEC 20000-1:2005

1 Day

This introductory course helps students understand the individual requirements of ISO/IEC 20000. You will learn how they apply to IT service management systems and the basics for implementing the standard.

Implementing ISO/IEC 20000-1:2005

2 Days

This introductory course covers the basics of ISO/IEC 20000, including its requirements and best practice processes to implement each clause. This course provides the tools needed to develop, implement, and prepare an audit for an efficient and effective IT service management system.

ISO/IEC 20000-1:2005 Internal Auditor

3 Days

This intensive introductory internal auditor course provides the skills needed to understand ISO/IEC 20000 requirements, the implementation and certification processes, an auditor's roles and responsibilities, and the principles, practices, and types of audits. You will learn how to effectively deliver managed IT services to meet business and customer requirements in accordance with ISO/IEC 20000.

ISO/IEC 20000-1:2005 Lead Auditor



5 Days

This intensive lead auditor course teaches the requirements of ISO/IEC 20000, giving you the knowledge and skills you need to interpret the standard in the context of an audit process. You will learn to understand the purpose, content, and inter-relationship of each part of the standard. Completion of this course will enable you to conduct and lead effective audits through the entire audit process, from managing an audit program to reporting on audit results.

Today more than ever, environmental performance is a crucial issue for the success of any business. For many, the answer is an Environmental Management System (EMS), such as the internationally-accepted standard ISO 14001:2004. An EMS can reduce environmental impacts, reduce costs, improve efficiency and give you a competitive advantage. ISO 14001:2004 sets out how you can go about putting an effective EMS in place. The standard is designed to address the delicate balance between maintaining profitability and reducing environmental impact.

Understanding ISO 14001:2004



1 day

This course is designed to provide students with a basic knowledge and a degree of comfort with ISO 14001. Students gain a working understanding of key environmental management concepts, such as aspect and impact identification and setting objectives and targets.

ISO 14001:2004 Requirements



2 Days

This competency-based 2-day course is designed to provide students with a basic knowledge and a degree of comfort with ISO 14001:2004. Students gain a working understanding of key environmental management concepts, such as aspect and impact identification and setting objectives and targets.

Implementing an Environment Management System ISO 14001:2004



2 Days

This course discusses environmental management definitions, concepts, and guidelines, and the requirements and implementation stages for ISO 14001, enabling you to write an effective environmental policy and to identify and plan for required resources to implement an EMS.

ISO 14001:2004 Environmental Management Systems Internal Auditor



2 Days

This course (Unaccredited) teaches the principles and practices of effective environmental management systems and process audits in accordance with the ISO 14000 series of standards and ISO 19011:2002, "Guidelines for Quality and/or Environmental Management Systems Auditing."

ISO 14001:2004 Environmental Management Systems Internal Auditor



3 Days

This intensive internal auditor course provides a working knowledge of environmental management definitions, concepts, and guidelines, the purpose of the ISO 14000 series, and ISO 14001's requirements and registration process, giving you confidence in managing an internal audit program.

ISO 14001:2004 Environmental Management Systems Lead Auditor



4 Days

This advanced lead auditor course provides a working knowledge of environmental management definitions, concepts, and guidelines, the purpose of the ISO 14000 series, and ISO 14001's requirements and registration process, giving you confidence in managing each process of an audit program.

Calculating your Carbon Footprint



1 Day

This course provides an introduction for anyone who wants to understand how to calculate and report on their greenhouse gas emissions (GHG) - typically referred to as their carbon footprint - as an indication of environmental performance to shareholders, regulators and other interested parties and setting objectives and targets.



Many organizations are implementing an Occupational Health and Safety Management System (OHSMS) as part of their risk management strategy to address changing legislation and to protect their workforce. An OHSMS promotes a safe and healthy working environment by providing a framework that allows your organization to consistently identify and control its health and safety risks and improve overall performance. OHSAS 18001 is the internationally-recognized assessment specification for Occupational Health & Safety Management Systems.

Implementing OHSAS 18001:2007



2 Days

This course discusses the definitions, concepts, and guidelines of occupational health and safety management, the requirements of OHSAS 18001, the risk assessment principles and approach, and occupational health and safety legislation. You will learn how to identify hazards and risks and understand implementation stages, required documentation and records, and best practice implementation techniques.

Understanding OHSAS 18001:2007



1 Day

This course helps participants gain a better understanding of the best practices for occupational health and safety (OHSAS). To provide students with the appropriate background, the course covers the basics of an occupational health and safety management system (OHSMS), the process approach, and management system documentation.

OHSAS 18001:2007 Internal Auditor



3 Days

This intensive course gives you a working knowledge of planning and conducting an internal audit of an occupational health and safety management system, and the tools necessary to identify and record nonconformities.

Who Should Attend

- Internal auditors
- Consultants
- Environmental and quality managers interested in implementing OH&S management systems

OHSAS 18001:2007 Requirements



2 Days

This competency-based 2-day course helps participant's gain a better understanding of the "best practices" for occupational health and safety (OHSAS). To provide students with the appropriate background, the course covers the basics of an occupational health and safety management system (OHSMS), the process approach, and management system documentation. The course explains each requirement in BS OHSAS 18001:2007 and provides participants with the tools to objectively evaluate the applicability of the requirements in their industry.

OHSMS/OHSAS 18001:2007 Lead Auditor



4 Days

This intensive course provides advanced training on auditing an occupational health and safety management system. It discusses the principles of national and international legislation, risk assessment principles and approach, and policy development. You will learn the checking and corrective action processes, the value of management involvement, the on site verification approach and techniques, how to measure the efficiency and effectiveness of a process, and to identify and record nonconformities.

Food safety is a global concern and impacts both consumers and businesses in the food industry. ISO 22000:2005 is an international standard and defines the requirements for a Food Safety Management System covering all organizations in the food chain from “farm to fork.” The standard combines generally recognized key elements to ensure food safety along the food chain including: interactive communication; system management; pre-requisite programs and HACCP plans; continual improvement; and updating of the food safety management system.

ISO 22000:2005 Lead Auditor



5 Days

This advanced course provides a thorough understanding of the definitions, concepts, requirements, and guidelines of ISO 22000, ISO/TS 22003, and ISO 19011, the HACCP principles based on Codex Alimentarius, and the national and international food safety legislation. Learn how to conduct all phases of an audit and to prepare and present effective audit reports.

ISO 22000:2005 Internal Auditor



3 Days

This advanced course focuses on teaching students an effective approach for auditing food safety management systems. The primary objective of this training course is to instruct food safety auditors in the principles and practices specific to auditing for conformance with ISO 22000, including planning and preparation of the audit, audit practices, and reporting audit findings.

Understanding ISO 22000:2005



1 Day

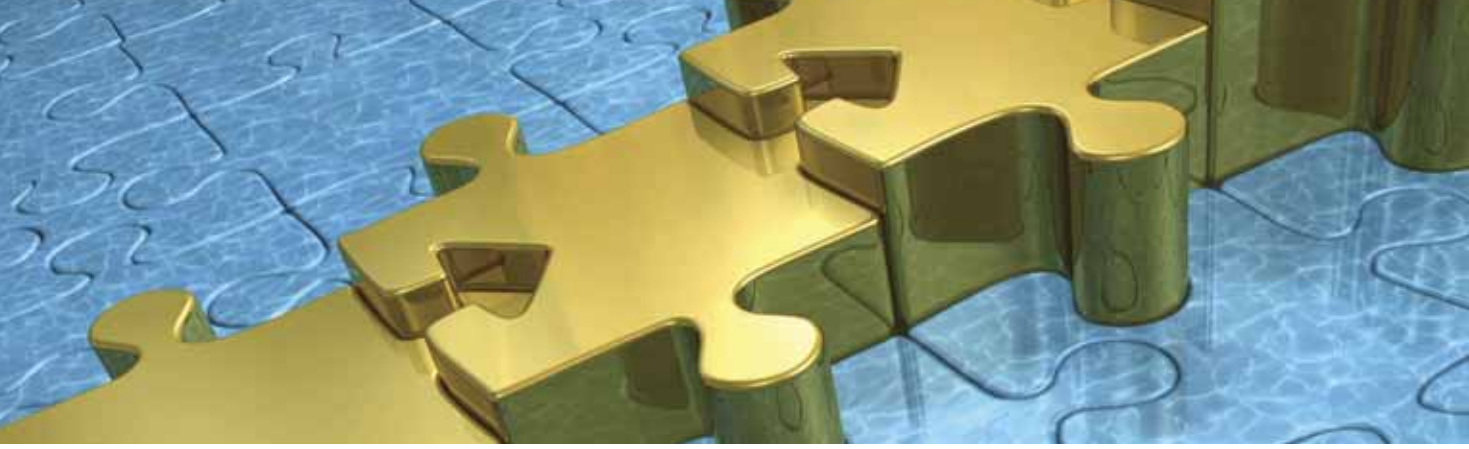
This course is designed for individuals seeking a basic understanding of the ISO 22000 standard. This one day course provides a detailed overview of the clauses of ISO 22000 and illustrates how the standard can help organizations effectively maintain a food safety management system.

Understanding Hazard Analysis Critical Control Point (HACCP)



1 Day

This introductory course discusses the basic concepts and the seven principles of HACCP, how HACCP relates to U.S. regulations for food safety, and how HACCP is integrated with formal management systems for the food industry. You will gain a firm understanding of the benefits of implementing an effective food safety management system.



Business Continuity is a serious issue for all organizations and its management should be an essential element of the entire business. The ability for an organization to maintain its critical operations during and following a disruption, as well as the speed at which it is able to re-establish its full functionality, can be the difference between success and failure.

Understanding BS 25999



1 Day

This introductory business continuity course teaches you the basics and fundamentals of business continuity management, enabling you to communicate the benefits and importance of business continuity to top management.

Implementing BS 25999



2 Days

This introductory business continuity course discusses the requirements, specifications, and best practice techniques of BS 25999, the steps involved in the BCM lifecycle, and how to implement a BCM system.

BS 25999 Internal Auditor



3 Days

This Internal Auditor course assists participants in developing the skills and knowledge to conduct audits and self-assessments against the requirements of BS 25999, Business Continuity Management - Part 2: Specification.

BS 25999 Lead Auditor



5 Days

This course teaches the fundamentals of a business-continuity management system and the requirements for BS 25999. It provides you with knowledge and hands-on training to develop, implement, manage, and audit a business-continuity management system. This course teaches you how to evaluate audit findings, write succinct audit reports, and conduct opening, closing, and follow-up audit meetings.

Information is critical to the operation and, in extreme cases, to the survival of an organization. ISO/IEC 27001:2005 is the only auditable international standard which defines the requirements for an Information Security Management System (ISMS). The standard is designed to ensure the selection of adequate and proportionate security controls, helping to protect information assets and give confidence to interested parties, including an organization's customers.

ISO/IEC 27001:2005 Understanding an Information Security Management System



2 Days

This ISO/IEC 27001:2005 – Understanding an information security management system course provides an overview of the latest techniques and examines issues surrounding Information Security Management System (ISMS). This course details the requirements for a formal management system as specified in ISO/IEC 27001 and outlines information security issues including methods of control and countermeasures for threats.

ISO/IEC 27001:2005 Information Security Management System Implementation



3 Days

This intermediate course discusses the requirements and benefits of ISO/IEC 27001. It provides the tools required to identify costs, resource information, and available information security controls. You will leave this course with a much-enhanced understanding of the certification process of ISO/IEC 27001.

ISO/IEC 27001:2005 Information Security Internal Auditor



3 Days

This advanced course provides internal auditors the knowledge and skills they need to thoroughly understand their roles and responsibilities, the requirements of ISO/IEC 27001 and its relationship with ISO/IEC 27002, how to assess security threats and vulnerabilities, security controls and countermeasures, and how to manage and conduct an entire internal audit.

ISO/IEC 27001:2005 Information Security Management System Lead Auditor



5 Days

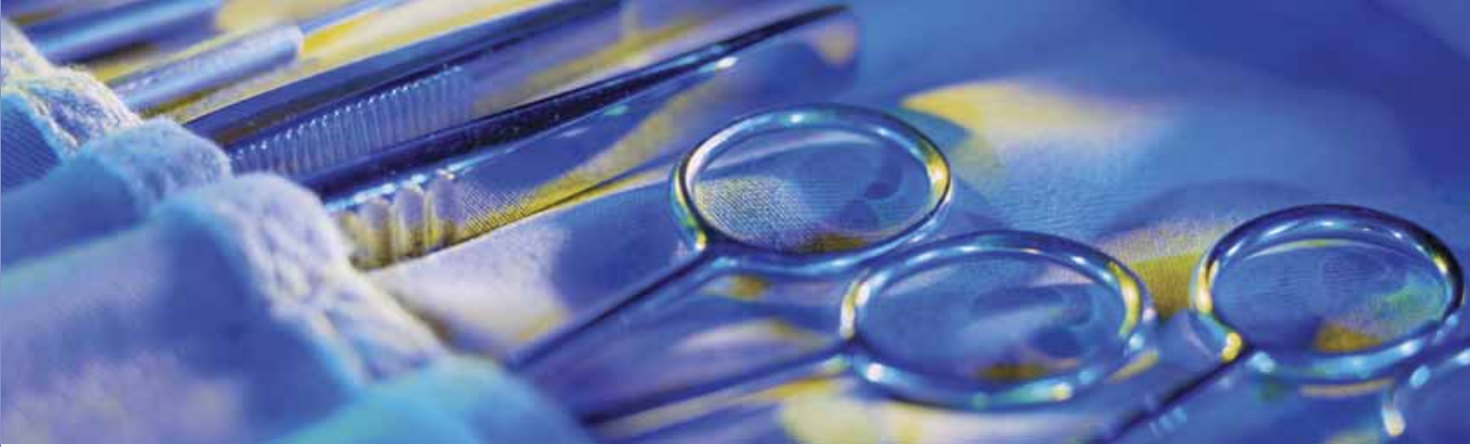
This advanced course provides the knowledge and skills you need to thoroughly understand the requirements of ISO/IEC 27001 and its relationship with ISO/IEC 27002. Learn how to assess security threats and vulnerabilities, security controls and countermeasures, an auditor's roles and responsibilities, and how to manage and conduct an entire audit.

Holistic Information Security Practitioner (HISP) Certification



5 Days

This course teaches the international best practices for information security, providing you with valuable knowledge and tools to improve the confidentiality, integrity, and availability of your information security systems to enhance customer and stakeholder confidence in your organization's products, services, and corporate brand.



The medical device industry faces a complex global market place, affected by multiple regulatory systems, international and national standards and requirements. BSI offers a range of services for the medical device industry covering ISO 13485:2003, CMDCAS, Japan PAL, US FDA 510K Review, and CE Marking for Medical Devices and Pressure Equipment. CE Marking is mandated by New Approach Directives. Many products are covered by these directives, and to be placed on the market in the EU, some must bear CE Marking—it's a legal requirement.

Understanding ISO 13485:2003



1 Day

This introductory course teaches you how to interpret the clauses of ISO 13485, the importance of management involvement in ISO 13485 implementation, the proper use of PD CEN ISO/TR 14969, and the link between ISO 13485 and Good Manufacturing Practices.

Implementing ISO 13485:2003



2 Days

This course discusses quality management definitions, concepts, guidelines, and best practices, providing students with a thorough understanding of ISO 13485's process approach and clauses, the proper use of PD CEN ISO/TR 14969, the importance of management involvement, and how to prepare an audit of a quality management system.

ISO 13485:2003 Internal Quality Systems Auditor



3 Days

This advanced course teaches you how to interpret the clauses of ISO 13485 and apply the principles of PD CEN ISO/TR 14969, ISO 14974, and ISO 19011 to the auditing process of a medical device quality management system, and to plan, conduct, and report effective internal audits to ISO 13485.

ISO 9001:2008 Lead Auditor Course with Emphasis on ISO 13485:2003



5 Days

This advanced course teaches quality management definitions, concepts, guidelines, and principles and how to interpret the clauses of ISO 13485. You will learn to apply the principles of PD CEN ISO/TR 14969, ISO 14974, and ISO 19011 to the auditing process of a medical-device quality management system, and to manage an audit program, prepare audit reports, and conduct audit follow-ups.

Understanding ISO 14971:2007



1 Day

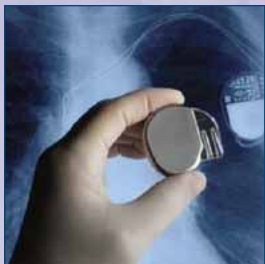
This course provides a working understanding of the clauses of ISO 14971, the importance of risk management in the medical device industry, and management involvement in ISO 14971 implementation.

Understanding the Japanese Medical Device Market and Pharmaceutical Affairs Law (PAL)



1 Day

This course introduces the Japanese regulatory system for medical devices, the accreditation requirements for foreign manufacturers, the requirements for licensing in Japan, and Japanese product certification requirements. You will also learn about the basic quality management systems requirements for medical device manufacturers exporting to Japan, and the process involved in preparing for a PAL audit by a certification body.



Overview of ISO 13485:2003, the CMDRs, the MDD, and JPAL



2 Days

This course provides an overview of the ISO 13485 standard, including its intent and requirements, its relationship with and differences from CMDRs, the MDD, and JPAL, and the process involved in achieving ISO 13485 registration. You will also learn about medical device regulations and directives in Canada, Europe, and Japan, the CE Marking process for the European market, and the process to import medical devices into Japan.

Medical Devices CE Marking



2 Days

This course discusses the EU classification of medical devices, the European CE Marking approach, the quality assurance requirements for medical devices sold in Europe, and coming changes to the MDD. The course will enable you to recognize the role of standards, essential requirements, and labeling, and the value of postmarket surveillance and vigilance.

Overview of the European Medical Device Directives



1 Day

This “European Medical Devices Directive Requirements” course is designed to provide a top level overview of the guidelines of the European Medical Device Directives MDD 93/42/EEC and comprehensive information on the MDD 2007/47 changes. Personnel responsible for quality systems for medical device manufacturers will benefit from this overview course which focuses on the 2007/47 changes to the European Medical Device Directive and the effect on organizations when placing medical devices in the European market.



Standards and Publications

BSI offers numerous standards and publications including:

- Quality Management: ISO 9000 Series and guidance documents
- Environmental Management: ISO 14001
- Occupational Health and Safety: OHSAS 18001
- Integrated Management Systems: PAS 99
- Automotive: ISO/TS 16949
- IT Service Management: ISO/IEC 20000
- Information Security Management: ISO/IEC 27001
- Business Continuity: BS 25999
- Medical Devices: ISO 13485, ISO 14971

Standards are now available in both electronic and hard copy format.

To find out more visit www.bsigroup.ca/standards



Achieving Business Objectives



1 day

This workshop focuses on achieving continuous improvement by setting SMART company objectives, and having effective measurement and analysis systems. Students will learn both the importance of linking process objectives to corporate objectives and the need for measurement and trend analysis of process performance to facilitate improvement. Experienced instructors will assist you in developing a high proficiency in management system concepts. In addition, the workshop exercises will provide you with hands on practical experience.

Documentation through Process Mapping



1 day

This workshop focuses on using Process Mapping as a strategic tool to reduce and streamline the documentation of a management system. The workshop will provide you with the practical skills required to develop effective and practical process maps for use within your company. The interactive and hands on exercises will enable you to define and link processes and to detail process flow through the creation of Process Maps. Following the workshop you will have the ability to transfer and apply these skills for use within your own company.

Effective Corrective Action Systems AND Root Cause Analysis



1 day

This workshop focuses on corrective action techniques and structure to develop effective corrective action systems. You will gain knowledge of the steps within a corrective action process as well as outline effective methods to develop and identify effective root cause analyses and long term corrective action. Through the interactive and hands on exercises you will learn how to manage NCR's and identify when a corrective action is required. You will develop the skills needed for problem identification, root cause analyses and effective long term corrective actions.

Achieving Customer Satisfaction



1 day

This workshop focuses on Customer Satisfaction measurement systems used to structure and develop effective customer information transfer. These systems can be used within companies to drive improvement in Customer Satisfaction. Through interactive discussions and hands on practical exercises you will learn how different aspects within your business can be used to measure a customer's perception of performance and overall satisfaction. The workshop will also discuss methods for weighting each type of measurement to determine overall results and how this data can be used to drive performance improvement, increased customer satisfaction and loyalty.

Supply Chain Assessment



1 day

This workshop focuses on how to manage your supply base in order to build an effective mutual relationship. Through interactive and hands on exercises you will learn how to develop supplier selection criteria that is meaningful and manageable within your company. You will also learn effective techniques for assessing supplier performance and how to communicate and improve on poor supplier performance (even if the supplier is a division / parent of your own company).

Dates and Locations

The following pages list the dates, locations and prices of all the courses currently available for public training. Our schedule is continuously updated so if dates and locations you require are not available, please contact us for further details. All prices are listed in Canadian dollars unless otherwise specified. Please note that all of our Public, Instructor lead courses are subject to GST or HST.

Quality

9001:2008 Internal Quality Systems Auditor \$1,195 3 days

1/4/10-1/6/10	Toronto, ON
1/11/10-1/13/10	Vancouver, BC
1/18/10-1/20/10	Ottawa, ON
1/25/10-1/27/10	Calgary, AB
2/1/10-2/3/10	Kitchener, ON
2/8/10-2/10/10	Toronto, ON
2/15/10-2/17/10	Moncton, NB
2/22/10-2/24/10	Kitchener, ON
3/1/10-3/3/10	Vancouver, BC
3/8/10-3/10/10	Edmonton, AB
3/15/10-3/17/10	Toronto, ON
3/22/10-3/24/10	Ottawa, ON
4/5/10-4/7/10	Calgary, AB
4/12/10-4/14/10	Kitchener, ON
4/19/10-4/21/10	Moncton, NB
4/26/10-4/28/10	Toronto, ON
5/3/10-5/5/10	Montreal, QC
5/10/10-5/12/10	Vancouver, BC
5/17/10-5/19/10	Ottawa, ON
5/31/10-6/2/10	Toronto, ON
6/7/10-6/9/10	Edmonton, AB
6/14/10-6/16/10	Vancouver, BC
6/21/10-6/23/10	Kitchener, ON

9001:2008 Lead Auditor \$1,695 4 days

01/4/10-01/7/10	Toronto, ON
1/11/10-1/14/10	Vancouver, BC
1/18/10-1/21/10	Ottawa, ON
1/25/10-1/28/10	Calgary, AB
2/1/10-2/4/10	Kitchener, ON
2/8/10-2/11/10	Toronto, ON
2/15/10-2/18/10	Moncton, NB
2/22/10-2/25/10	Kitchener, ON
3/1/10-3/4/10	Vancouver, BC
3/8/10-3/11/10	Edmonton, AB
3/15/10-3/18/10	Toronto, ON
3/22/10-3/25/10	Ottawa, ON
4/5/10-4/8/10	Calgary, AB
4/12/10-4/15/10	Kitchener, ON
4/19/10-4/22/10	Moncton, NB
4/26/10-4/29/10	Toronto, ON
5/3/10-5/6/10	Montreal, QC
5/10/10-5/13/10	Vancouver, BC

Quality

9001:2008 Lead Auditor \$1,695 4 days

5/17/10-5/20/10	Ottawa, ON
5/31/10-6/3/10	Toronto, ON
6/7/10-6/10/10	Edmonton, AB
6/14/10-6/17/10	Vancouver, BC
6/21/10-6/24/10	Kitchener, ON
1/4/10-1/7/10	Toronto, ON

Implementing ISO 9001:2008 \$995 2 days

1/12/10-1/13/10	Kitchener, ON
3/29/10-3/30/10	Toronto, ON

Process Auditing (Advanced Auditing Techniques Workshop) \$995 2 days

1/21/10-1/22/10	Toronto, ON
3/18/10-3/19/10	Edmonton, AB
5/25/10-5/26/10	Toronto, ON

Quality Systems Documentation \$995 2 days

1/14/10-1/15/10	Kitchener, ON
3/31/10-4/1/10	Toronto, ON

9001:2008 Requirements \$895 2 days

1/4/10-1/5/10	Toronto, ON
1/11/10-1/12/10	Vancouver, BC
1/18/10-1/19/10	Ottawa, ON
1/25/10-1/26/10	Calgary, AB
2/1/10-2/2/10	Kitchener, ON
2/8/10-2/9/10	Toronto, ON
2/15/10-2/16/10	Moncton, NB
2/22/10-2/23/10	Kitchener, ON
3/1/10-3/2/10	Vancouver, BC
3/8/10-3/9/10	Edmonton, AB
3/15/10-3/16/10	Toronto, ON
3/22/10-3/23/10	Ottawa, ON
4/5/10-4/6/10	Calgary, AB
4/12/10-4/13/10	Kitchener, ON
4/19/10-4/20/10	Moncton, NB
4/26/10-4/27/10	Toronto, ON
5/3/10-5/4/10	Montreal, QC
5/10/10-5/11/10	Vancouver, BC
5/17/10-5/18/10	Ottawa, ON
5/31/10-6/1/10	Toronto, ON
6/7/10-6/8/10	Edmonton, AB
6/14/10-6/15/10	Vancouver, BC
6/21/10-6/22/10	Kitchener, ON

Quality

9001:2008 Understanding		\$595	1 day
1/4/10	Toronto, ON		
1/11/10	Vancouver, BC		
1/18/10	Ottawa, ON		
1/25/10	Calgary, AB		
2/1/10	Kitchener, ON		
2/8/10	Toronto, ON		
2/15/10	Moncton, NB		
2/22/10	Kitchener, ON		
3/1/10	Vancouver, BC		
3/8/10	Edmonton, AB		
3/15/10	Toronto, ON		
3/22/10	Ottawa, ON		
4/5/10	Calgary, AB		
4/12/10	Kitchener, ON		
4/19/10	Moncton, NB		
4/26/10	Toronto, ON		
5/3/10	Montreal, QC		
5/10/10	Vancouver, BC		
5/17/10	Ottawa, ON		
5/31/10	Toronto, ON		
6/7/10	Edmonton, AB		
6/14/10	Vancouver, BC		
6/21/10	Kitchener, ON		

Root Cause Analysis		\$995	2 days
1/19/10-1/20/10	Toronto, ON		
3/16/10-3/17/10	Edmonton, AB		
5/25/10-5/26/10	Vancouver, BC		

ISO 9001:2008 Internal Auditor		\$895	2 days
1/12/10-1/13/10	Montreal, QC		
3/9/10-3/10/10	Montreal, QC		
5/25/10-5/26/10	Montreal, QC		

Utilisation de l'approche processus pour les audits internes (Only available in French)		\$995	2 days
2/9/10-2/10/10	Montreal, QC		
4/6/10-4/7/10	Montreal, QC		

Integrated Management Systems

ISO 9001:2008, ISO 14001:2004 and BS OHSAS 18001:2007 Integrated Internal Auditor		\$1,195	3 days
5/25/10-5/27/10	Kitchener, ON		
3/16/10-3/18/10	Kitchener, ON		

Aerospace

SAE AS9100 Revision B Internal Auditor (w/ Overview of SAE AS9100 Rev C)		\$1,195	3 days
2/16/10-2/18/10	Montreal, QC		
3/29/10-3/31/10	Toronto, ON		
4/13/10-4/15/10	Vancouver, BC		
5/25/10-5/27/10	Toronto, ON		

SAE AS9100 Revision B Lead Auditor (w/ Overview of SAE AS9100 Rev C)		\$2,195	5 days
1/18/10-1/22/10	Montreal, QC		
2/1/10-2/5/10	Toronto, ON		
3/15/10-3/19/10	Vancouver, BC		
4/26/10-4/30/10	Montreal, QC		
5/17/10-5/21/10	Toronto, ON		
6/21/10-6/25/10	Vancouver, BC		

SAE AS9100 Revision C Implementing		\$995	2 days
2/23/10-2/24/10	Montreal, QC		
4/20/10-4/21/10	Vancouver, BC		
6/28/10-6/29/10	Toronto, ON		

Automotive

Failure Mode Effects Analysis (FMEA)		\$995	2 days
4/20/10-4/21/10	Toronto, ON		
6/1/10-6/2/10	Vancouver, BC		

ISO 9001:2008 Lead Auditor course with emphasis on ISO/TS 16949:2009		\$1,795	5 days
2/8/10-2/12/10	Moncton, NB		
3/29/10-4/2/10	Kitchener, ON		
6/14/10-6/18/10	Kitchener, ON		

ISO/TS 16949:2009 Internal Auditor		\$1,095	3 days
1/26/10-1/28/10	Kitchener, ON		
3/2/10-3/4/10	Toronto, ON		
4/27/10-4/29/10	Kitchener, ON		
5/18/10-5/19/10	Moncton, NB		
2/23/10-2/24/10	Montreal, QC		
5/18/10-5/19/10	Montreal, QC		

IT Service Management

ISO/IEC 20000-1:2005 Lead Auditor (IRCA)		\$2,495	5 days
2/22/10-2/26/10	Ottawa, ON		
3/1/10-3/5/10	Vancouver, BC		
4/26/10-4/30/10	Toronto, ON		

Environmental Management

Implementing ISO 14001:2004 \$995 2 days

1/5/10-1/6/10	Kitchener, ON
4/13/10-4/14/10	Vancouver, BC
5/4/10-5/5/10	Toronto, ON
6/28/10-6/29/10	Calgary, AB

ISO 14001:2004 Internal Auditor \$1,195 3 days

1/11/10-1/13/10	Toronto, ON
1/25/10-1/27/10	Vancouver, BC
2/1/10-2/3/10	Ottawa, ON
2/15/10-2/17/10	Montreal, QC
2/22/10-2/24/10	Kitchener, ON
3/8/10-3/10/10	Calgary, AB
3/22/10-3/24/10	Toronto, ON
4/5/10-4/7/10	Vancouver, BC
4/26/10-4/28/10	Edmonton, AB
5/3/10-5/5/10	Moncton, NB
5/17/10-5/19/10	Toronto, ON
6/7/10-6/9/10	Ottawa, ON
6/21/10-6/23/10	Kitchener, ON

ISO 14001:2004 Lead Auditor \$1,795 4 days

1/11/10-1/14/10	Toronto, ON
1/25/10-1/28/10	Vancouver, BC
2/1/10-2/4/10	Ottawa, ON
2/15/10-2/18/10	Montreal, QC
2/22/10-2/25/10	Kitchener, ON
3/8/10-3/11/10	Calgary, AB
3/22/10-3/25/10	Toronto, ON
4/5/10-4/8/10	Vancouver, BC
4/26/10-4/29/10	Edmonton, AB
5/3/10-5/6/10	Moncton, NB
5/17/10-5/20/10	Toronto, ON
6/7/10-6/10/10	Ottawa, ON
6/21/10-6/24/10	Kitchener, ON

ISO 14001:2004 Requirements \$895 2 days

1/11/10-1/12/10	Toronto, ON
1/25/10-1/26/10	Vancouver, BC
2/1/10-2/2/10	Ottawa, ON
2/15/10-2/16/10	Montreal, QC
2/22/10-2/23/10	Kitchener, ON
3/8/10-3/9/10	Calgary, AB
3/22/10-3/23/10	Toronto, ON
4/5/10-4/6/10	Vancouver, BC
4/26/10-4/27/10	Edmonton, AB
5/3/10-5/4/10	Moncton, NB
5/17/10-5/18/10	Toronto, ON
6/7/10-6/8/10	Ottawa, ON
6/21/10-6/22/10	Kitchener, ON

ISO 14001:2004 Understanding \$595 1 day




1/11/10	Toronto, ON
1/25/10	Vancouver, BC
2/1/10	Ottawa, ON
2/15/10	Montreal, QC
2/22/10	Kitchener, ON

Environmental Management

ISO 14001:2004 Understanding \$595 1 day

3/8/10	Calgary, AB
3/22/10	Toronto, ON
4/5/10	Vancouver, BC
4/26/10	Edmonton, AB
5/3/10	Moncton, NB
5/17/10	Toronto, ON
6/7/10	Ottawa, ON
6/21/10	Kitchener, ON

ISO 14001:2004 Internal Auditor \$995 2 days

2/9/10-2/10/10	Montreal, QC	
4/20/10-4/21/10	Montreal, QC	
6/8/10-6/9/10	Montreal, QC	

Occupational Health & Safety

BS OHSAS 18001:2007 Internal Auditor \$1,195 3 days

1/25/10-1/27/10	Kitchener, ON
2/22/10-2/24/10	Calgary, AB
3/1/10-3/3/10	Toronto, ON
3/15/10-3/17/10	Vancouver, BC
4/19/10-4/21/10	Kitchener, ON
5/3/10-5/5/10	Edmonton, AB
5/31/10-6/2/10	Toronto, ON
6/21/10-6/23/10	Vancouver, BC

BS OHSAS 18001:2007 Lead Auditor \$1,795 4 days

1/25/10-1/28/10	Kitchener, ON
2/22/10-2/25/10	Calgary, AB
3/1/10-3/4/10	Toronto, ON
3/15/10-3/18/10	Vancouver, BC
4/19/10-4/22/10	Kitchener, ON
5/3/10-5/6/10	Edmonton, AB
5/31/10-6/3/10	Toronto, ON
6/21/10-6/24/10	Vancouver, BC

BS OHSAS 18001:2007 Requirements \$895 2 days

1/25/10-1/26/10	Kitchener, ON
2/22/10-2/23/10	Calgary, AB
3/1/10-3/2/10	Toronto, ON
3/15/10-3/16/10	Vancouver, BC
4/19/10-4/20/10	Kitchener, ON
5/3/10-5/4/10	Edmonton, AB
5/31/10-6/1/10	Toronto, ON
6/21/10-6/22/10	Vancouver, BC

BS OHSAS 18001:2007 Understanding \$595 1 day

1/25/10	Kitchener, ON
2/22/10	Calgary, AB
3/1/10	Toronto, ON
3/15/10	Vancouver, BC
4/19/10	Kitchener, ON
5/3/10	Edmonton, AB
5/31/10	Toronto, ON
6/21/10	Vancouver, BC

Occupational Health & Safety

Implementing BS OHSAS 18001:2007	\$995	2 days
1/7/10-1/8/10	Kitchener, ON	
4/15/10-4/16/10	Vancouver, BC	
5/6/10-5/7/10	Toronto, ON	
6/28/10-6/29/10	Edmonton, AB	

Food Safety

ISO 22000:2005 Internal Auditor	\$1,195	3 days
2/2/10-2/4/10	Toronto, ON	
4/25/10-4/27/10	Edmonton, AB	
ISO 22000:2005 Lead Auditor (IRCA)	\$2,495	5 days
4/19/10-4/23/10	Toronto, ON	
Understanding ISO 22000:2005	\$595	1 day
2/2/10	Toronto, ON	
4/25/10	Edmonton, AB	

Information Security

Holistic Information Security Practitioner (HISP) Certification	\$2,495	5 days
2/15/10-2/19/10	Montreal, QC	
4/19/10-4/23/10	Toronto, ON	
Implementing ISO/IEC 27001:2005	\$1,495	3 days
1/5/10-1/7/10	Ottawa, ON	
5/11/10-5/13/10	Vancouver, BC	
6/28/10-6/30/10	Toronto, ON	
ISO/IEC 27001:2005 Lead Auditor (IRCA)	\$2,495	5 days
1/18/10-1/22/10	Toronto, ON	
2/8/10-2/12/10	Ottawa, ON	
3/22/10-3/26/10	Vancouver, BC	
4/12/10-4/16/10	Montreal, QC	
5/10/10-5/14/10	Toronto, ON	
6/7/10-6/11/10	Vancouver, BC	

Business Continuity

BS 25999 Internal Auditor	\$1,495	3 days
2/10/10-2/12/10	Toronto, ON	
6/28/10-6/30/10	Toronto, ON	
BS 25999 Lead Auditor (IRCA)	\$2,495	5 days
4/19/10-4/23/10	Toronto, ON	
6/21/10-6/25/10	Vancouver, BC	
Implementing BS 25999	\$995	2 days
2/8/10-2/9/10	Toronto, ON	
5/25/10-5/26/10	Vancouver, BC	

Medical Devices

CE Marking	\$1,195	2 days
1/4/10-1/5/10	Toronto, ON	
3/29/10-3/30/10	Kitchener, ON	
4/27/10-4/28/10	Vancouver, BC	

European Medical Devices Directive and 2007/47 Changes Overview

\$595	1 day
2/10/10	Toronto, ON
4/5/10	Toronto, ON
5/31/10	Vancouver, BC

Implementing ISO 13485:2003

\$995	2 days
4/7/10-4/8/10	Toronto, ON

ISO 13485:2003 Internal Quality Systems Auditor

\$1,195	3 days
1/26/10-1/28/10	Toronto, ON
3/9/10-3/11/10	Vancouver, BC
4/6/10-4/8/10	Montreal, QC
5/25/10-5/27/10	Toronto, ON

ISO 9001:2008 Lead Auditor with emphasis on ISO 13485:2003

\$2,095	5 days
1/18/10-1/22/10	Ottawa, ON
2/22/10-2/26/10	Toronto, ON
3/22/10-3/26/10	Vancouver, BC
4/12/10-4/16/10	Toronto, ON
5/10/10-5/14/10	Ottawa, ON

Overview of ISO 13485:2003, the CMDRs, the MDD, and JPAL

\$995	2 days
1/6/10-1/7/10	Toronto, ON
3/31/10-4/1/10	Kitchener, ON
6/1/10-6/2/10	Vancouver, BC

Understanding ISO 13485:2003

\$595	2 days
1/26/10-1/27/10	Toronto, ON
3/9/10-3/9/10	Vancouver, BC
4/6/10-4/6/10	Kitchener, ON
5/25/10-5/25/10	Toronto, ON

Understanding ISO 14971:2007

\$595	1 day
2/11/10	Toronto, ON
4/6/10	Toronto, ON
6/3/10	Vancouver, BC

Understanding the Japanese medical device market and Pharmaceutical Affairs Law (PAL)

\$595	1 day
1/8/10	Toronto, ON

Customer Service: Any questions?

Call **800 862 6752**.

Customer Service hours are 8:30am-5:30pm ET.

Information

To have one of our experts contact you about your management system needs within 24 hours, Send us an email at: cantrain@bsigroup.com or call **800 862 6752**

Payment

Payment for public course offerings is due upon registration. You may pay by credit card (American Express, VISA, or MasterCard) or cheque (payable to BSI). Course registration is not official until payment is received.

Prices listed in this catalogue are subject to change at any time.

Travel Arrangements

Lodging and travel costs are not included in the course fee. The individual attending the course must make their own travel arrangements.

A block of rooms will be held, if possible, at a special rate under "BSI."

Cancellation/Transfer Policy

Payment will only be refunded if a cancellation notice is received at least 30 days prior to the start date of the course. You may transfer your registration to another course, as long as this request is received at least 14 days prior to the course start date. Replacements or substitutes for an existing registration are allowed up to and including the first day of the training course. In the unlikely event that BSI Canada Inc. must cancel a course or change course location, liability is limited to the course fee. In such circumstances, the customer has the option of a full refund or transfer to an alternative available course.

New at BSI

BSI is pleased to present our new services:

- TPECS – 4 Day Lead Auditor Course
- Supply Chain Risk Assessment Services
- Security Training and Threat Awareness in the Supply Chain eLearning
- New Aerospace Rev C classes
- Root cause analysis and 8D

BSI events

To find out more about the latest management systems developments and offerings, why not attend one of our upcoming events. With events across Canada, find one near you by visiting: www.bsigroup.ca/events

BSI Canada

Toronto Office:

6205A Airport Road, Suite 102
Mississauga, ON L4V 1E1
Tel: 416 620 9991
Toll free: 1 800 862 6752
Fax: 416 620 9911

Montreal Office:

1, Place Ville Marie, Bureau 2001
Montréal, QC H3B 2C4
Tel: 514 940 1778
Fax : 514 940 1791

Training e-mail: cantrain@bsigroup.com

French e-mail: demande.mscanada@bsigroup.com

www.bsigroup.ca/training



BSI

6205A Airport Road, Suite 102
Mississauga, ON L4V 1E1