



Beyond TickIT & ISO9000

This one day workshop enables you to:

- review the benefits and limitations of TickIT certification
- investigate complementary quality models which enhance your current QMS
- develop “management buy-in” for new Quality Improvement initiatives

The workshop also allows you to review skills and update them with current thinking in Quality Management and Software Process Improvement.

Objectives

- To enable you to investigate the limitations of TickIT.
- To explain some of the alternatives and enhancements to TickIT.
- To enable you to sell improvement programmes to the business.
- To enable you to focus your improvement programme on key business processes.

Benefits

- Allows you to align your quality initiatives to your business drivers.
- Provide knowledge of emerging and existing standards such as ISO15504, CMM, CMMI, ISO12207 and the Business Excellence Models (EFQM, BQM, Baldrige).
- Allows you to quickly discern core processes to enable you to quickly identify key improvement opportunities.

Workshop format

Presentations are interspersed with in-class exercises and the workshop is intensely practical. The course material comprises all overheads and course notes. Additional handouts are also included.

Who should attend

- Quality Managers/Engineers.
- Senior Managers with quality responsibilities.

Course content

This course concentrates on the relationship between TickIT/ISO9000 and some of the complementary models which can extend and enhance your quality system. The course is designed to ease the transition from your existing quality system to these models whilst ensuring you obtain maximum benefit from the adoption of a process based model.

TickIT - Benefits and Limitations

- QMS stagnation and why some organisations are dismantling their QMS.
- Strengthening the QMS for the future.

Improving TickIT

- TickIT and Process Management (CMM, CMMI, ISO15504, Business Excellence, ISO12207).
- Merging TickIT and Process Management.
- Complementing audit with assessment.
- Moving from a pass/fail culture to detailed benchmarking
- Processes to manage suppliers.

Selling the Message

- Maximising return from improvement initiatives.
- Cost/Benefit for Process Improvement.
- Quickly isolating key improvement opportunities for a “quick win”.
- Managing change inhibitors.

Course Leader

The workshop will be led by an experienced practitioner.