



Quality
Management
Trainings

Professional Training and Certification of Persons.

Global Training Catalogue of TÜV Rheinland Academy.

www.tuv.com/academy

 **TÜVRheinland**[®]
Genau. Richtig.



Technical Competence for your Operational Excellence.

TÜV Rheinland Academy.

In times of digitalization and rapid progress, technical skills need a reliable companion. With branches all over the world, [TÜV Rheinland Academy](#) is the international institution for technical and professional expertise in all important subject areas. We impart and verify specialist knowledge in exactly the right way. Our innovative further training solutions range from face-to-face to digital training formats. The neutral testing authority [PersCert TÜV](#) assesses the acquired skills precisely and credibly. In this way, we strengthen the technical skills of participants all over the world.

For your competence needs.

Due to the increasing mechanization and digitalization of the working world, existing skills are not sufficient and new ones are required. Anyone who fears a shortage of skilled workers, lengthy recruitment processes, and downtime costs due to vacancies in this context has not yet considered the most obvious solution: The further training of one's own resources – from „basic“ to „advanced“ to „expert“. TÜV Rheinland Academy is committed to expanding technical and professional skills at all levels of the economy. Read on the next pages how you can benefit from our training and certification services.

Our Mission

Empowering technical competence. For your skills and abilities – today and tomorrow.

Our Strength

Technical training and certification all over the world available in 13 languages.



ACROSS ALL INDUSTRIES

in over 72 specialist fields



MADE IN GERMANY

standardized and customized



GLOBALLY LOCAL

at all levels of the economy

Our Technical Trainings.

Skill Development with high current relevance

Technical topics and applications are developing so rapidly that textbooks are not always up-to-date. With the seminars at TÜV Rheinland Academy you can rely on dynamic sources. Our lecturers come from real-life practice and impart specialist knowledge dynamically in keeping with the times. Choose from over 30,000 classroom seminars at 150 locations worldwide each year or book tailor-made in-house seminars for technical further training at your location. To be even more flexible we offer our portfolio also in virtual classrooms or as eLearnings.

Our Global Training Portfolio.

Every seminar is only as good as its content, which is why it comes from first hand with us. We convey well-founded expert knowledge from real-life practice. In each country, we are specialized in different market-specific training topics. Globally, we focus on [Health, Safety & Environment](#), [Quality Management](#) as well as on [Digitalization](#). Have a look at our global training catalogue. On the next pages, you will find an overview of our portfolio provided in all our TÜV Rheinland Academy countries.

Our Training Formats.

PRESENCE		ONLINE	
CLASSROOM	IN-HOUSE SEMINAR	VIRTUAL CLASSROOM	eLEARNING
fixed location	clients premises	flexible location	flexible location
specific day	appointed day	specific day	anytime
trainer	trainer	trainer	no trainer
group work	colleagues only	group session	independent






Our Certification of Persons.

In the global business landscape, the certification of persons ensures that competencies are transparent and comparable. These certifications establish consistent standards during rapid technical advancements, maintaining quality. Take advantage of our certifications to highlight your expertise – or that of your employees – and turn it into a competitive edge.

To receive a recognized certificate, course participants need to take an examination – usually after completing a course. When passing the exam successfully, the participants receive their certificate that demonstrates their competence to apply knowledge, skills and personal attributes. The certificates are valid for a limited period. A recertification is possible after the period has expired.

To make the competence assessment in the exam neutral and transparent, they need to get carried out by an independent and recognized certification body.

Within TÜV Rheinland we have an own independent, interdisciplinary cross-industry certification body called PersCert TÜV. PersCert TÜV evaluates acquired as well as existing qualifications in accordance with the internationally recognized ISO 17024 standard. For specific topics, we also work together with recognized certification partners.

ONLINE EXAMINATION

Be more flexible and take the exam for PersCert TÜV certificates online. We offer a secure online examination via online proctoring with our PersCert TÜV Certification Hub.

Overview of our different degrees.

Degree	Examination	Benefits			
		Proof of course attendance	Proof of exam completion	Proof of competence	Promotion possibilities
Certificate of Attendance					
Certificate					
PersCert TÜV Certificate					

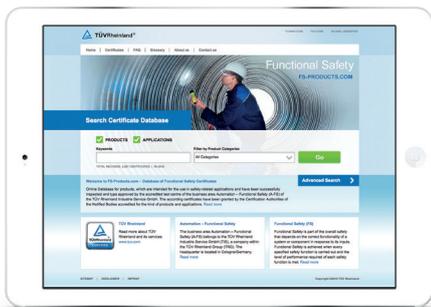
Benefits of PersCert TÜV Certificates.

Based on skill and neutrality, PersCert TÜV certificates enjoy an excellent reputation in business and among consumers. Certificates from PersCert TÜV represent convincing proof of competence for enterprises, associations and educational institutions and enable the comparability of skills even beyond national borders. In order for you to benefit from this, we ensure that your skill is transparent and your presence visible. Below you can find the different promotion possibilities to display your expertise:

CERTIPEDIA - YOUR COMPETENCES AT A GLANCE

The ID numbers on our certificates as well as the integrated links in our signets refer to our certification platform Certipedia. There, everyone can see which high-class qualification is associated with the personnel certification.

WWW.CERTIPEDIA.COM



SIGNET - YOUR AMBASSADOR ON THE MARKET

The easy-to-understand visual language and the additional QR code make the optional TÜV Rheinland signet a versatile ambassador for your promise of competence.

E.G. CAN BE USED FOR

- Website
- E-mail
- Business card
- Writing paper
- Name badge



CERTIFICATE: YOUR LOCAL ADVERTISEMENT

With a certificate from PersCert TÜV, you have your proof of competence literally in your hand and can display it prominently at your place of work.

E.G. CAN BE USED FOR

- Entrance area
- Conference room
- Display cabinets



Portfolio Of Services

QUALITY MANAGEMENT

- Quality Management Representative (TÜV)
- Integrated Management System (IMS) Auditor
- Integrated ISMS & QMS Auditor Course.....
- ISO 13485 Quality Management Systems Internal Auditor Course.
- Risk Management Professional.
- Root Cause Analysis (RCA) Course.
- Failure Modes and Effects Analysis (FMEA) Course.....
- FMEA Representative.....
- FMEA Auditor.
- Quality Engineering Officer.
- Supplier Quality Manager.
- Customer Quality Representative.....
- Lean Six Sigma Yellow Belt (TÜV)
- Lean Six Sigma Green Belt (TÜV).....
- Lean Enterprise Officer.....
- Terms of Quality.
- ISO 9001:2015 Quality Management Systems.....
- Eight Disciplines (8D) in Problem Solving Training Course.
- FMEA: Failure Mode and Effects Analysis (Game).....
- PR328: QMS ISO 9001:2015 Lead Auditor Training Course (18009).....





Quality Management.

Quality Management as a key competence for future success.

Digital technologies drive innovation, boost efficiency, and unlock new business opportunities. However, they also increase the risk of incidents caused by low-quality products or services. Such issues can lead to serious consequences for companies – from rising customer complaints and operational costs to dissatisfied employees, reduced productivity, and even insolvency.

Professional Quality Management and continuous skill development are the keys to overcoming these challenges. They ensure higher productivity, lower costs, and effective complaint management. Sustainable and consistent quality assurance is essential for improving customer satisfaction, meeting regulatory requirements, optimizing supplier relationships, and achieving operational excellence.

To meet the demands of global industries, TÜV Rheinland Academy provides tailored Quality Management training programs. These cover essential topics such as quality tools, problem-solving, customer satisfaction, supplier management, and skill development. Our training portfolio is designed for diverse sectors, including construction, manufacturing, services, and healthcare. It features both cross-industry Quality Management fundamentals and specialized courses on ISO 9001, IATF 16949, ISO 13485, and other industry-specific standards.

Explore our Quality Management training courses. On the following pages, you'll find a comprehensive overview of our global training portfolio.

www.tuv.com/academy-qm



Quality Management Representative (TÜV).

Understand and implement an effective Quality Management System.

The Quality Management Representative (QMR) module conveys basic knowledge of ISO 9001 standards, the management system, fundamental quality tools, problem solving and corrective actions, Total Quality Management (TQM) and European Foundation for Quality Management (EFQM) concepts.

BENEFITS

- Gain fundamental knowledge on quality management to achieve continuous improvement
- Delegates are particularly trained to have the knowledge for creating, setting up and maintaining a quality management system (QMS)

TARGET GROUP

Personnel responsible for:

- Ensuring that processes needed for the Quality Management System (QMS) are established, implemented and maintained
- Reporting to the top management on the performance of the QMS and identifying need for improvement
- Ensuring the promotion of awareness of customer requirements throughout the organization

PREREQUISITES

- 5 years of work experience
- 3 years operational and/or quality control, quality inspection experience

GENERAL INFORMATION

Language	English
Format	Classroom
Duration	5 Days
Exam	Written (1,5 hours)

COURSE TOPICS

- Structure of a Quality Management (QM) system
- Fundamentals of quality management
- DIN EN ISO 9000 ff
- Processes in quality management
- Measurement, inspection, monitoring of processes and products / quality testing, accreditation, certification, auditing and more

DEGREE

PERSCERT TÜV CERTIFICATE



For more information please scan the QR code.

PersCert TÜV is TÜV Rheinland's independent, cross-topic and cross-sector certification body with locations all over the world. As a neutral and independent auditing body, we assess acquired and existing qualifications in accordance with the principles of the internationally recognized ISO/IEC 17024 standard.



Integrated Management System (IMS) Auditor.

Integrated Management Systems on ISO 9001, ISO 14001 and ISO 45001.

This course integrated ISO 9001 Quality Management Systems, ISO 14001 Environmental Management Systems and ISO 45001 Occupational Health and Safety.

BENEFITS

- 3-day course on integrated auditing theory and skills based on ISO 19011 for ISO 9001, ISO 14001 and ISO 45001
- Participant would be qualified to take up the auditing tasks to fulfill certification requirements

TARGET GROUP

- All first party and second party auditors on ISO 9001 QMS, ISO 14001 EMS and ISO 45001 OHSMS (OHSAS)
- Management representatives of the organization
- Anyone who wants to increase their knowledge on Management Systems auditing

PREREQUISITES

Basic understanding of interpretation of ISO 9001 QMS, ISO 14001 EMS and ISO 45001 OHSMS (OHSAS).

GENERAL INFORMATION

Language	English
Format	Classroom
Duration	3 Days

COURSE TOPICS

- Overview of ISO 9001 Quality Management Systems, ISO 14001 Environmental Management Systems and ISO 45001 Occupational Health and Safety
- ISO 19011 Audit Programme Management
- Competence and Evaluation of Auditors

DEGREE

Certificate



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Integrated ISMS & QMS Auditor Course.

An integrated Information Security Management System and Quality Management System training to control IT & Quality risks.

Become a certified Integrated Information Security Management System (ISMS) and Quality Management System (QMS) auditor. Through implementation and auditing, understand the needs and context of ISO 27001 ISMS. Learn to incorporate information security requirements into existing QMS audits.

BENEFITS

- Knowledge of the principles of Information Security
- Understand the key elements of ISO 27001
- Learn how Information Security forms a part of ISO 9001
- Gain skills to audit a process according to Information Security and Quality Management requirements

TARGET GROUP

- Internal and external QMS Auditors
- Personnel involved in performing ISMS Internal Audits
- Information Security Manager

PREREQUISITES

- A basic understanding of ISO 9001 is required
- Knowledge of ISO 27001 is not a requirement
- Recommended reading: <https://www.iso.org/isoiec-27001-information-security.html>

GENERAL INFORMATION

Language	English
Format	Classroom
Duration	2 Days

COURSE TOPICS

- Introduction to Information Security and Information Security Management Systems
- ISO/IEC 27001 requirements
- Integrating Information Security into an existing Quality Management System
- Integrating Information Security criteria into QMS audits
- ISO 9001 elements that relate to the management of Information Security
- The integrated management system internal audit process covers planning (QMS/ISMS checklist), conducting, reporting non-conformity statements and follow-up of an integrated QMS/ISMS audit

DEGREE

Certificate



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ISO 13485 Quality Management Systems Internal Auditor Course.

Get equipped with skills to perform Internal Audits of Quality Management Systems for Medical Devices.

Get certified and learn useful techniques to perform effective internal audits as per requirements of ISO 13485 Quality Management Systems (QMS) for medical devices. Gain skills to analyze the current QMS and processes for continuous improvement.

BENEFITS

- Understand the purpose, structure and content of ISO 13485
- Knowledge of an auditor's roles and responsibilities in the maintenance and improvement of management systems
- Plan, conduct, report and follow up on an internal audit
- Evaluate conformance of processes according to ISO 13485 requirements

TARGET GROUP

- Internal Quality Management Systems Auditors
- Supplier Auditors
- Quality/Audit/Compliance/Regulatory Affairs Managers
- Auditees preparing for Certification Audits, including Top Management, Heads of Departments and Process Owners

PREREQUISITES

5 years work experience and 2 years field experience in research and development, manufacturing and quality fields of the medical device industry is required.

GENERAL INFORMATION

Language	English
Format	Classroom
Duration	2 Days

COURSE TOPICS

- An overview of quality management systems and the purpose, structure and content of ISO 13485
- Knowledge of internal audit and its benefits
- A structured, step by step approach to planning and preparing for an audit
- Internal audit requirements of ISO 13485 and auditing skills
- The correction and corrective action process
- Follow up and disclosure of non-conformances

DEGREE

Certificate



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Risk Management Professional.

Ensure business continuity and crisis management in the organization.

The Risk Management Professional (TÜV) course is designed to qualify the professional on risk control and risk management duty, to guarantee business continuity and ensure crisis management in organization

BENEFITS

- Gain understanding of risk management principles
- Ability to work with the risk management framework
- Knowledge of the risk management process (identification, analysis, evaluation & treatment)

TARGET GROUP

- Management responsible for risk control and risk management in the organization.
- Project Managers
- Purchasing and Quality Control personnel
- Quality Assurance Personnel
- Any personnel responsible for Business Continuity
- Anyone responsible for Crisis Management
- Anyone who wants to learn Risk Control and Risk Management

PREREQUISITES

No prerequisites required.

GENERAL INFORMATION

Language	English
Format	Classroom
Duration	2 Days

COURSE TOPICS

- Briefing on Risk Management
- ISO 31000 Risk Management Process & Tools

DEGREE

Certificate of Attendance



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Root Cause Analysis (RCA) Course.

Get access to knowledge of the key stage in the problem solving process.

Root Cause Analysis is the most difficult and important stage in the problem solving process. This course covers common and effective quality tools and technology such as Is/Is-Not and Cause-Effect Matrix. To be user-friendly, all tools and technology are based on qualitative approach.

BENEFITS

Participants will learn the following easy-to-understand but effective problem solving tools and technologies:

- Is/Is-not matrix
- Process flow chart
- Brainstorming and affinity diagram
- Fishbone diagram
- 3 x 5-Why's
- Cause-effect matrix

TARGET GROUP

- Quality professionals including technicians, technologists and engineers who are responsible for problem solving
- Product and process development associates in project management
- Anyone who is responsible for problem solving or continuous improvement

PREREQUISITES

No prerequisites required.

GENERAL INFORMATION

Language	English
Format	Classroom
Duration	1 Day

COURSE TOPICS

- Introduction and outlines of Root Cause Analysis (RCA)
- RCA process steps and tools and techniques
- Process guideline for RCA

DEGREE

Certificate of Attendance



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Failure Modes and Effects Analysis (FMEA) Course.

Effective risk analysis and evaluation techniques.

FMEA course prepares you to analyse and identify possible failures in a product, process or service and find solutions to avoid future risks and cost impacts. Also, the practical, case-study led course and experience exchange equips you with the '7-Step FMEA Approach,' adopted by AIAG and VDA-QMC.

BENEFITS

- Identify the root cause of defects to prevent recurrence
- Implement a systematic process to eliminate any chance of failure
- Make informed decisions and strengthen existing and new product design and manufacturing process
- Reduce product variation and build robust products
- Improve cost and delivery of the finished products and processes

TARGET GROUP

The FMEA course is designed for:

- Professionals involved in new product and process design and development
- Manufacturers responsible for pilot runs and series production
- Internal and external quality auditors
- Management representatives
- Implementation teams
- Design managers
- Production managers
- Project managers
- Process engineers
- Quality engineers and managers
- Reliability managers
- Safety engineering professionals

GENERAL INFORMATION

Language	English
Format	Classroom
Duration	2 Days

PREREQUISITES

The course requires no prerequisites or specific training, but having project management knowledge including Advanced Product Quality Planning (APQP), Maturity Level Assurance for New Parts (MLA/RGA) trail is highly recommended.

COURSE TOPICS

Step 1: Planning and Preparation

Step 2: Structure Analysis

Step 3: Function Analysis

Step 4: Failure Analysis

Step 5: Risk Analysis

Step 6: Optimization

Step 7: Results Documentation

DEGREE

Certificate of Attendance



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FMEA Representative.

Master facilitation skills and drive improvement opportunities.

The course will help you understand and ensure the successful delivery of products and processes FMEA while promoting continuous improvement of outcome. You will learn the proven FMEA procedures required to plan FMEA tasks, action tracking, facilitate meetings and deliver analytical support.

BENEFITS

Learn the Design Failure Mode and Effect Analysis and Process Failure Mode Effects Analysis facilitation methodologies and gain new skills to:

- Improve the effectiveness of the FMEA process
- Implement a systematic approach to ensure project success
- Enhance cross-functional collaboration
- Apply continuous improvement actions

TARGET GROUP

Providing more insight into FMEA procedures, this course is applicable for anyone who is playing a role in analyzing risks and applying future-proofing techniques. If you are working in any of the following fields, this course is for you.

- Risk management in product design, development and changes
- Risk management in manufacturing process development, pilot run and series production
- Facilitation in FMEA process
- Project management
- Prevention action program

GENERAL INFORMATION

Language	English
Format	Classroom
Duration	1 Day

PREREQUISITES

To register to our FMEA Representative (TÜV) course, you should have a certification in the Automotive Industry Action Group (AIAG) and VDA aligned FMEA 7-step Approach.

COURSE TOPICS

- Multi-Disciplinary Approach
- Conflict Resolution in FMEA Team
- Presentation Techniques
- Communication Techniques
- Team Leadership and Facilitation
- Advanced Product Quality Planning (APQP) Trail

DEGREE

Certificate



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FMEA Auditor.

Boost FMEA audit compliance by analyzing potential failures and improving existing FMEA processes.

The FMEA Auditor course will equip to analyse and execute ongoing verification programs to identify risks and bring effectiveness to Design Failure Modes and Effects Analysis (DFMEA) and Process Failure Modes and Effects Analysis (PFMEA).

BENEFITS

- Learn the DFMEA or PFMEA auditing methodology including planning, auditing, scoring and ranking
- Gain skills to improve the effectiveness of new product design, development, manufacturing and process control
- Implement a process to eliminate any chance of failure
- Apply continuous improvement actions and build robust products and services

TARGET GROUP

This course is applicable for those who play a role in analyzing risks and applying future-proofing techniques. If you are working in any of the following fields, this course is for you:

- New product design, development and changes
- New manufacturing process development, pilot run and series production
- Internal and external quality audit
- Project management

GENERAL INFORMATION

Language	English
Format	Classroom
Duration	1 Day

PREREQUISITES

To undertake the FMEA Auditor course, you should have a certification in the AIAG and VDA aligned FMEA 7-step Approach.

COURSE TOPICS

Our well-defined course curriculum is split into five modules, making it easier to understand.

- FMEA Planning and Scheduling
- FMEA Audit Checklist Development
- FMEA Audit Scoring
- FMEA Audit Result Ranking
- Review of Industry Best Practices and Case Studies

DEGREE

Certificate



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Quality Engineering Officer.

Be a Quality Professional – Understand the process of quality evaluation and control.

This certification course is designed based on the industrial requirements to prepare delegates for quality functions. Learn application of tools to conduct quality analysis, use problem-solving techniques, auditing and reporting. Gain knowledge needed to assess potential quality risks.

BENEFITS

- Learn quality philosophies and principles, key terms and definitions
- Learn auditing and reporting process
- Implement quality tracking, analysis and problem solving
- Plan, control and maintain product and process quality as per quality principles
- Implement quality improvement tools and techniques
- Gather and analyze data using quantitative methods

TARGET GROUP

- Quality Engineers
- Manufacturing / Process Engineers
- Quality Managers
- Quality Improvement Professionals
- Quality Assurance Analysts
- Software Test Engineers
- Quality Assurance Engineers
- Testing Specialists
- Test Leads
- Test Analysts
- Business Architect
- IT Architect
- Security Officer
- Requirements Engineer
- Software Quality Manager
- Test Managers
- Project Managers
- Product Manager
- Security Architects

PREREQUISITES

- Minimum 5 years of work experience and 2 years of experience in new product development, manufacturing and quality area
- Knowledge of Automotive Industry Action Group (AIAG) core tools such as Advanced Product Quality Planning, Production Part Approval Process, Failure Mode and Effects Analysis, Statistical Process Control or Measurement System Analysis is preferred

GENERAL INFORMATION

Language	English
Format	Classroom
Duration	5 Days

COURSE TOPICS

- Quality philosophies and foundations
- The Quality Management System (QMS)
- Supplier management and material control
- Quality audits
- Product, process, and service design
- Product and process control
- Acceptance sampling
- Measurement, test and metrology
- Quantitative methods and tools
- Statistical Process Control (SPC)
- Continuous improvement

DEGREE

Certificate



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Supplier Quality Manager.

Gain skills required by a Supplier Quality Manager.

Through this course, understand how to achieve suppliers' performance excellence. Learn to plan and direct new product development, performance monitoring and maintenance of quality standards.

BENEFITS

- Understand quality management strategy
- Identify technical problems and take corrective actions
- Increase quality reliability and accuracy of quality records
- Conduct capability assessments to verify suppliers
- Prepare schedules to review suppliers and quality performance
- Measure readiness throughout the product development lifecycle

TARGET GROUP

- Supplier Development Engineer (SDE)
- Supplier Technical Assistance (STA)
- Executives and personnel from Quality, Purchasing, Production, Logistics and Development
- Supplier management personnel

PREREQUISITES

- 5 years work experience and 2 years of dedicated experience in the quality field is mandatory
- Knowledge of Automotive Industry Action Group (AIAG) core tools (Advanced Product Quality Planning/Production Part Approval Process/Failure Mode and Effects Analysis/Statistical Process Control/M Measurement System Analysis) and VDA-QMC volumes (e.g. VDA6.3 Process Audit and/or VDA6.5 Product Audit)

GENERAL INFORMATION

Language	English
Format	Classroom
Duration	4 Days

COURSE TOPICS

- Supplier Management Strategy
- Supplier Selection and Product Qualification
- Supplier Performance Monitoring and Improvement
- Supplier Relationship Management

DEGREE

Certificate of Attendance



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Customer Quality Representative.

Drive quality standards and deliver excellent customer service.

The course enables you to achieve high-quality standards. You will gain the skills to handle customer feedback and maintain high levels of customer satisfaction. Topics covered are Systematic Management, Process & Product Management, Problem Solving, Leadership and Customer-Specific requirements.

BENEFITS

Learn to implement a customer satisfaction strategy and common root cause analysis techniques. Topics covered are:

- Product Lifecycle Management Methodology
- Product Liability
- APQP & Control Plan (CP)
- Process & Product Audit
- Change Management
- Failure Modes and Effects Analysis (FMEA)
- Problem Solving (5-Why) & Failure Analysis (8D)

TARGET GROUP

Customer Quality Representative course offers the essentials to deal with customers and challenging situations while enhancing overall customer experience and satisfaction.

The course is suitable for:

- Customer quality engineer
- Customer service professional
- Customer satisfaction management professional
- Quality manager
- Support manager
- Relationship manager
- Client relationship management professional
- Customer care agent
- Customer service engineer
- Customer support specialist
- Customer success manager
- Customer experience manager

GENERAL INFORMATION

Language	English
Format	Classroom
Duration	3 Days
Exam	Written (1,5 hours)

PREREQUISITES

The course has no prerequisites, but having knowledge and skills in Production Part Approval Process (PPAP), Advanced Product Quality Planning (APQP), Statistical Process Control (SPC), Measurement Systems Analysis (MSA), Failure Modes and Effects Analysis (FMEA) and Cost of Poor Quality (COPQ) is advantageous.

COURSE TOPICS

- Systematic Management (QAA+APQP+COPQ)
- Process and Product Management (Process & Product Audit, SPC+MSA)
- Problem Solving (5-Why+8D+FMEA)
- Leadership (Teamwork+Communication)
- Customer Specific Requirements (CSR)

DEGREE

Certificate



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Lean Six Sigma Yellow Belt (TÜV).

Gain knowledge to participate as contributors to Lean Six Sigma projects and identify simple improvements.

This course is designed to help learners understand the fundamental Lean Six Sigma methods for improving quality, efficiency and productivity in the workplace as part of improvement projects.

BENEFITS

By the end of this course, you will learn to:

- Use the Lean Six Sigma approach and toolkit
- Appreciate the coverage & application process for Define, Measure, Analyze, Improve and Control (DMAIC)
- Support the Lean Six Sigma system and team
- Contribute to Lean Six Sigma improvement projects

TARGET GROUP

- This course is best suited for those entering the Lean Six Sigma arena as well as those preparing for Yellow Belt certification
- Yellow Belts can be entry-level employees or executive champions who require an overview of Six Sigma and DMAIC approach
- Service Sector employees who need familiarity with the Lean Six Sigma process and basic process improvement tools
- Individuals who are on teams and in organizations that are beginning to deploy Six Sigma
- Those who are looking to be a member of the Six Sigma Project

PREREQUISITES

Minimum two year work experience and one year field-work in Research and Development, production and/or qualifying field.

GENERAL INFORMATION

Language	English
Format	Classroom
Duration	3 Days
Exam	Written (1,5 hours)

COURSE TOPICS

- Introduction to Lean and Six Sigma
- The relationship to quality, efficiency and productivity
- Lean Principles and Kaizen Culture
- Basic Lean and Six Sigma Tools
- Defining the project mission
- Creativity tools
- DMAIC(T) Project Management
- Kanban
- Introduction to statistics and Excel manipulation of data
- Lean and Six Sigma application

DEGREE

PERSCERT TÜV CERTIFICATE



Certified
Qualification
Valid for:
3 Years



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Lean Six Sigma Green Belt (TÜV).

Drive performance improvement projects and implement Lean Six Sigma while identifying performance issues and solutions.

Six Sigma Green Belts have the recognised skills and knowledge to engage in Define, Measure, Analyze, Improve, and Control (DMAIC) quality improvement projects, applying various statistical analysis tools to reduce process variation and defects. 'Green Belts' apply their techniques across numerous industry sectors, including but not limited to those in the motor industry, pharmaceuticals, financial operations, construction and professional services.

BENEFITS

- Confidently apply Lean and Six Sigma tools contribute and measure the success of wider quality improvement projects
- Qualified to support the improvement leader
- Progress further and train as a Lean Six Sigma Black Belt
- Understand and apply the Define, Measure, Analyze, Improve, and Control (DMAIC) approach of businesses

TARGET GROUP

This Lean Six Sigma Green Belt Training Course is suitable for:

- Quality System Managers
- Quality Engineers
- Quality Supervisors
- Quality Analysts
- Quality Managers
- Quality Auditors
- Any individual wishing to improve quality and process within an organization and wanting to gain the recognised skills and knowledge to take part in Six Sigma improvement projects

PREREQUISITES

Minimum 3 years work experience and 1 year in Research & Development, production and/or quality field. Prior Lean Six Sigma knowledge is not required. This course incorporates the Yellow Belt competencies.

GENERAL INFORMATION

Language	English
Format	Classroom
Duration	10 Days
Exam	Written (1,5 hours)
Project assignment	project work will be assigned to each candidate with a predetermined deadline

COURSE TOPICS

- Intermediate level Lean and Six Sigma Tools
- Making processes flow
- Seven wastes
- Defining the project mission
- Creativity tools
- Define, Measure, Analyze, Improve, and Control (DMAIC) Project Management
- Just In Time production (JIT)
- Kanban
- Statistics and Excel manipulation of data
- Measurement System Analysis (MSA)
- Lean and Six Sigma application
- Root Cause Analysis (RCA)

DEGREE

PERSCERT TÜV CERTIFICATE



Certified Qualification
Valid for:
3 Years



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PersCert TÜV is TÜV Rheinland's independent, cross-topic and cross-sector certification body with locations all over the world. As a neutral and independent auditing body, we assess acquired and existing qualifications in accordance with the principles of the internationally recognized ISO/IEC 17024 standard.



Lean Enterprise Officer.

Gain a structured understanding of Lean principles and tools to assess maturity, eliminate waste, and drive sustainable process improvement.

Lean Enterprise Officer training teaches how to apply building blocks of Lean by utilizing common tools and implementing a continuous improvement process. Gain knowledge of the foundation that Lean is built on. Also, learn how to reduce wastes and increase efficiency for your organization.

BENEFITS

Participants will learn lean tools/ techniques such as Value Stream Mapping (VSM) to reduce wastes and cut the cost of poor quality in the organization.

TARGET GROUP

- Those who are new to lean journey
- Professionals who want to systematically understand and apply lean tools and techniques in their organization to reduce the cost and/or wastes

PREREQUISITES

- Bachelor degree or above preferred
- 5 years of work experiences
- 3 years experience on production and/or services practice

GENERAL INFORMATION

Language	English
Format	Classroom
Duration	5 Days

COURSE TOPICS

- Introduction to Lean
- Building Blocks of Lean
- Lean Blitz
- Lean Matrix and Maturity Assessment

DEGREE

Certificate of Attendance



For inquiries or offers, click here and send us an E-Mail! We look forward to hearing from you. 



Terms of Quality.

E-learning

Gain knowledge of quality terms, glossary and vocabulary used in Quality Management.

The intent of this course is not only to provide you with an description of the quality terms, glossary and vocabulary, but to provide a brief explanation in easily accessible concepts, words or phrase.

BENEFITS

This Terms of Quality course provides the novice and quality professional with a brief explanation of the main concepts, terms, and acronyms used in the quality field. Anyone participating in quality management will find the course a valuable aid.

TARGET GROUP

- Quality Technician and Technologist
- Quality Auditors
- Supplier Quality Engineer
- Quality Management System Engineer
- Process Engineer
- Production Engineer
- Other Quality Professional

PREREQUISITES

No prerequisites required.

GENERAL INFORMATION

Language	English
Format	E-learning
Duration	Approx. 65 min

COURSE TOPICS

The course topics include quality management terms, glossary and vocabulary

DEGREE

Certificate of Attendance



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ISO 9001:2015 Quality Management Systems.

E-learning

A detailed understanding of Quality Management Systems (QMS) to help organizations meet quality requirements.

Understand ISO 9001:2015 elements and requirements based on organization structure and process approach (core processes, support processes and management system). Learn internal QMS auditing, management review and continuous improvement. Learn application of principles to improve quality.

BENEFITS

- Identify key requirements, application and benefits of ISO 9001:2015
- Drive continuous quality improvement
- Learn to meet customer needs better
- Knowledge of Apply Process Approach and Risk-based
- Thinking to implement complete quality management by Upfront Theory
- Understanding practical operation of ISO 9001:2015 in an organization

TARGET GROUP

- Quality Management Professionals
- Top Management
- Operational Management
- Quality Management Professional
- Quality Auditor
- Emergency Medical Services (EMS) Managers
- Quality, Environment and Safety Manager (QES) managers
- Sustainability Managers

PREREQUISITES

Nil

GENERAL INFORMATION

Language	English
Format	E-learning
Duration	Approx. 100 min

COURSE TOPICS

- Core processes
- Support processes
- Management processes
- Internal QMS auditing

DEGREE

Certificate



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Eight Disciplines (8D) in Problem Solving Training Course.

E-learning

An effective troubleshooting approach applicable in all industries.

This training course will assist delegates to apply 8D process and skills systematically to solve problems from root cause level. 8D is also called Team Oriented Problem Solving (TOPS). An additional benefit is that this course will help delegates to establish a preventative system.

BENEFITS

- Understand when, where and how to use problem-solving technology
- Ability to identify 8D in problem solving process
- Aware of key process steps and tools in troubleshooting
- Evaluate and apply planning mechanisms to solve problems systematically
- Learn to solve workplace problems
- Analyse problem solving training needs of employees

TARGET GROUP

Management and technical professional who are responsible for problem solving in all industries (manufacturing, services, etc.) e.g. quality, supplier management, customer services personnel.

PREREQUISITES

Minimum two years work experience required.

GENERAL INFORMATION

Language	English
Format	E-learning
Duration	Approx. 30 min

COURSE TOPICS

- Prepare for the 8D Process
- Establish the Team
- Describe the Problem
- Develop Interim Containment Actions (ICAs)
- Define and Verify Root Cause and Escape Point
- Choose and Verify Permanent Corrective Actions (PCAs) for Root Cause and Escape Point
- Implement and Validate Permanent Corrective Actions (PCAs)
- Prevent Recurrence
- Recognize Team and Individual Contributions

DEGREE

Certificate



For inquiries or offers, click here and send us an E-Mail! We look forward to hearing from you. 



FMEA: Failure Mode and Effects Analysis (Game).

E-learning

Understanding FMEA through game based learning.

Learn to take preventive action based on FMEA analysis through game based learning. This is a systematic approach to identify root causes during new product, system, sub-system or process design development process in project management.

BENEFITS

- Know the role of FMEA in new product creation process
- Grasp basic process steps in Design FMEA (DFMEA) and Process FMEA (PFMEA)
- Know the basic trail to identify and find Special Characteristics (S/C)
- Learn to define risk priority
- Find room for improvement
- Learn integration of FMEA and other quality tools
- Explain Dynamic Control with relative documentation

TARGET GROUP

- Product Designer and Manager
- Process Developer and Manager
- Project Engineer and Manager
- Quality Engineer and Manager
- Supplier Quality Engineer (SQE)
- Supplier Quality Manager (SQM)
- Production Team Leader, Supervisor, Manager
- Anyone responsible for quality planning, controlling and improvement

PREREQUISITES

Minimum 2 years work experience is required.

GENERAL INFORMATION

Language	English
Format	E-learning
Duration	Approx. 90 min

COURSE TOPICS

- Planning and Preparation
- Structure Analysis
- Function Analysis
- Failure Analysis
- Risk Analysis
- Optimization
- Results Documentation

DEGREE

Certificate of Attendance



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PR328: QMS ISO 9001:2015 Lead Auditor Training Course (18009).

Gain the skills to plan, conduct, and lead effective ISO 9001:2015 audits with confidence.

This PR328 QMS ISO 9001:2015 Lead Auditor Training Course is certified by CQI-IRCA, the global authority for management system auditor certification. Designed for professionals aiming to lead and manage audits effectively, the course equips participants with the skills to audit Quality Management Systems (QMS) against ISO 9001:2015 and in alignment with ISO 19011 standard.

Over five days (40 hours), learners gain hands-on experience in audit planning, execution, reporting, and leadership, supported by real-world case studies, practical exercises and internationally aligned best practices.

Upon passing the final IRCA exam and continuous assessments, you will receive a CQI-IRCA Certificate of Achievement, valid for further registration as a QMS Lead Auditor at CQI IRCA.

WHAT YOU'LL LEARN:

- Interpret ISO 9001:2015 standard requirements from an auditor's perspective
- Conduct internal, supplier, or third-party audits with confidence
- Identify risks, nonconformities, and opportunities for improvement
- Lead audit teams and manage audit communications effectively
- Promote process integrity and support continuous improvement

GENERAL INFORMATION

Language	English
Format	Seminar, Classroom Training, Virtual Learning
Duration	40 Lessons

BENEFITS

FOR THE INDIVIDUAL

- Attain a globally recognized lead auditor certification
- Gain practical skills in quality auditing, reporting, and team leadership
- Increase your employability across multiple industries
- Fulfill formal requirements to become an IRCA Registered Lead Auditor

FOR THE ORGANIZATION

- Build a capable internal audit team
- Enhance quality oversight across operations and suppliers
- Reduce external audit findings and nonconformities
- Support a culture of compliance and continuous improvement

TARGET GROUP

The PR328 QMS ISO 9001:2015 Lead Auditor Training Course is ideal for:

- Internal auditors seeking to become certified lead auditors
- Quality managers, engineers, and compliance professionals
- Consultants and specialists guiding ISO 9001 management system implementation
- Professionals pursuing ISO 9001 auditor certification
- Teams preparing for ISO certification or supplier audits



PREREQUISITES AND REQUIREMENTS

To successfully join this CQI-IRCA certified course, learners must meet the following criteria:

RECOMMENDED KNOWLEDGE

Participants should have a working understanding of:

- Understanding of ISO 9001:2015 requirements and QMS principles
- Familiarity with the PDCA cycle, process-based thinking, and ISO 19011
- Prior completion of awareness or internal auditor course is strongly recommended

ADMISSION REQUIREMENTS

- Learners must pass an entry test with a clear defined minimum score.
- Strong proficiency in written and spoken English is essential, as all training, exercises, and the IRCA exam are in English.
- Participants should have relevant work experience in QMS, compliance, or auditing roles.

PRACTICE ONLINE EXAM

Registered participants will be given access to practice online exam to help identify learning gaps during this IRCA training course and prepare for the real online examination.

ONLINE IRCA EXAM ADJUSTMENTS AND CONSIDERATIONS

If further support for IRCA online exam is needed (due to a disability or religious requirement such as requesting a female proctor), participants must notify us early so a formal request can be submitted to CQI.

DATA PRIVACY NOTICE

- Before training, all learners must sign a Data Consent Form in line with the Data Privacy Act Document. This permits the use of personal data solely for training delivery, certification processing, and CQI-IRCA reporting.
- All information is handled securely and used only for legitimate training and assessment purposes.

COURSE TOPICS

- Review of audit fundamentals and standard knowledge (ISO 9001:2015 standard)
- Introduction and practice guidelines for audits (ISO 19011 and ISO 17021 standards)
- Planning, preparation and implementation of audits
- Monitoring activities, follow-up communication
- Questioning techniques, opening the audit, examination questions, active listening, communication problems

The Lead Auditor training course includes practical exercises, case studies designed to simulate real audit situations as well as a practice online exam.

DEGREE

Certificate

OUR PARTNER

This PR328 QMS ISO 9001:2015 Lead Auditor training is licensed by CQI IRCA on course ID: 18009 at TÜV Rheinland Akademie
ATP Number: 01185221.



For inquiries or offers, click here and send us an E-Mail! We look forward to hearing from you. 



Your expert in technical competence development.

Health, Safety & Environment, Quality Management as well as IT Management & Security are our global focus topics. However, we provide training and certification in many more specialist fields. Have a look at our individual training portfolio per country.



Here are the links to our local web shops where you can view the country-specific training portfolio:

 ARGENTINA	 GERMANY	 PHILIPPINES
 BULGARIA	 HUNGARY	 POLAND
 CHILE	 INDIA	 PORTUGAL
 CHINA	 INDONESIA	 ROMANIA
 FRANCE	 LUXEMBOURG	 SPAIN



In-house seminars for further training in your company.

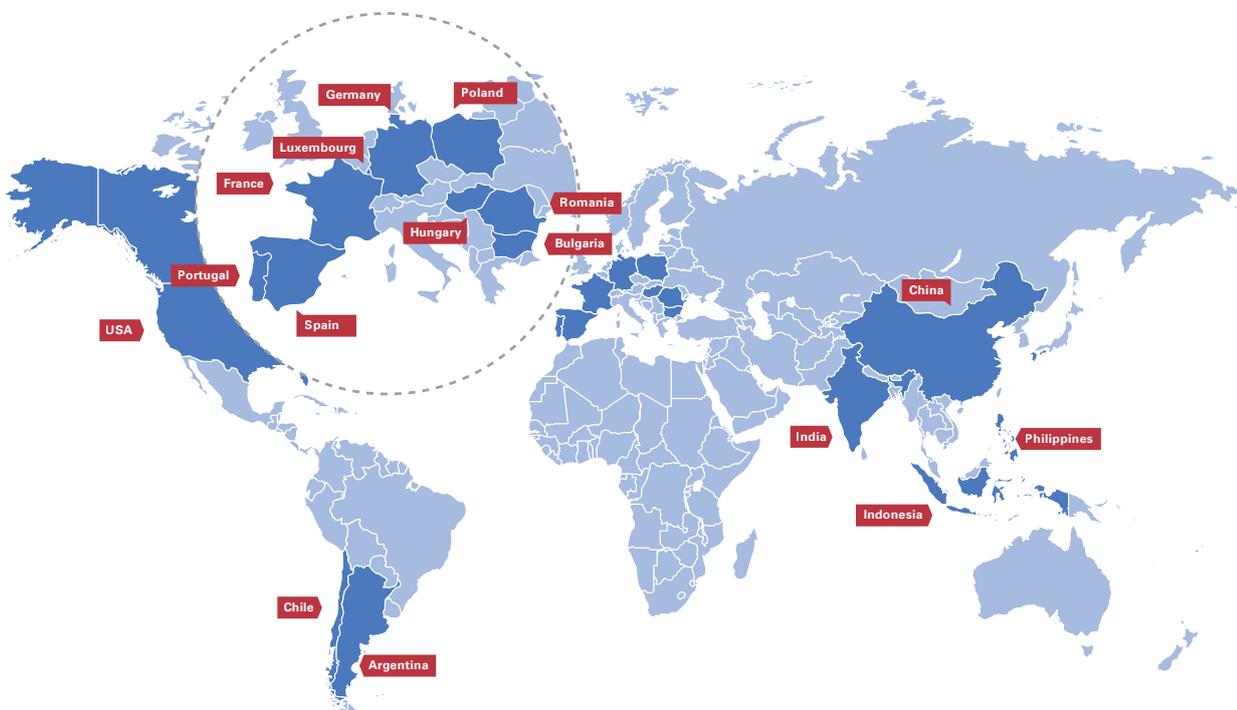
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In addition to our open seminars, we offer high-quality in-house training delivered directly at your organisation's premises. This enables you to strengthen your workforce in a focused and efficient way, closely aligned with your operational needs and strategic goals.

Our portfolio covers more than 70 subject areas and is delivered by qualified experts with strong practical experience. Whether for small groups or large teams, our in-house training solutions support targeted skill development, sustainable knowledge transfer and measurable performance improvement.

Our training advisors provide personal support throughout the entire process – from consultation and planning to implementation and evaluation. If desired, we can also manage the complete organisation of your training and development programmes, allowing you to fully concentrate on your core competencies.

LOCAL TO YOU AROUND THE WORLD



YOUR BENEFITS

You can train up to 20 people at a time. The seminars either take place in your company or at one of the 150 TÜV Rheinland Academy sites worldwide.

ARE YOU INTERESTED? YOU CAN REACH US ON:

E-mail: international-service-academy@de.tuv.com

Web: www.tuv.com/academy

