



The Academy for Professional Education and Training

Programme of Industry Courses

**Professional Best Practice
Decision-Making in Industry on
Quality and Performance,
Risk and Safety**

A SUITE OF IN-COMPANY COURSES ON PRACTICAL BEST PRACTICE DECISION-MAKING IN INDUSTRY

These in-company courses are designed for engineering practitioners who need to enhance their tactical as well as operational decision-making capabilities in implementing sustainable best practices for quality, performance, risk and safety.

Best practice decision-making in industry requires the essential capabilities of relating corporate *strategic planning* to a practical application of *outcome-driven, risk-based and risk-informed decision-making*; establishment and implementation of organisational *tactical and operational planning* through the application of *knowledge-based decision-making*; implementation of *sustainable best practice in operational quality and performance*; as well as meaningful *knowledge transfer* through the appropriate training of an organisation's human resource assets.

COURSE DESCRIPTIONS

2 days (16 hrs): QUALITY AND PERFORMANCE BEST PRACTICE MANAGEMENT
– industry best practice Quality Management and Outcome Performance Planning according to the ISO 9000, 9001, and 9004 Quality Management System Standards for *quality assurance of operational processes, systems and products*, as well as establishing best practice in *Quality Management for Performance Improvement* through the implementation of *continual improvement measures* that enable an organisation to track performance more effectively, to achieve a better utilisation of resources, reduce risks of failing to complete set schedules and targets, and improve organisational *tactical and operational planning* through the application of *knowledge-based decision-making* that effectively links *continual improvement* performance measures and action plans at all functional levels using up-to-date *balanced scorecard benchmarking methods for sustainable best practice* in operational quality and performance.

3 days (24 hrs): RISK AND SAFETY BEST PRACTICE MANAGEMENT
– industry best practice Risk Management Planning according to ISO 31000 Risk Management Standard requirements for establishing risk criteria and assessment through risk identification and classification; risk analysis, risk quantification and risk rating through hazards analysis, impact severity and likelihood estimations; risk evaluation and ranking through risk factor quantification and risk portfolio development; risk treatment, risk control and monitoring through contingency planning, and relating corporate *strategic planning* to *outcome-driven, risk-based and risk-informed decision-making*. Also developing a Safety Management Plan according to the Australian Workplace Safety Standards and Regulations, and National Occupational Health and Safety Commission Standards for controlling, eliminating, or minimising safety hazard risks through identifying potential for major loss events and exposure to safety hazards, and making decisions on implementing appropriate controls and monitoring systems for control measures.

QUALITY AND PERFORMANCE BEST PRACTICE MANAGEMENT

TWO-DAY COURSE – DAY 1

Implementing industry best practice Total Quality Management (TQM) as well as developing a Quality Management Plan according to the AS/NZS ISO 9001–9004 Quality Management Standards for continual improvement and for performance.

COURSE CONTENTS

DAY 1:

Coffee 08h00 - 08h30

INTRODUCTION

Meaning and Principals of Quality
Perspective and Dimensions of Quality
Quality Questions and Misconceptions
Quality Assurance and Quality Control
Management and Quality Management
Quality Measures and Quality Statistics

Morning Tea 10h00 - 10h30

Customer Needs and Customer Service
Customer Feedback and Value Analysis
Quality Costs – Quality Cost Categories
Prevention and Quality Appraisal Costs
Measuring and Reporting Quality Costs
Quality Costs and Supplier Competition

Lunch 12h00 - 13h00

Essentials of Quality Management
Evolution of Quality Management
Strategy of Quality Management
Quality Management Methods
Total Quality Management
Quality Management Plan

Afternoon Tea 14h30 - 15h00

TQM and Quality Standards
Quality Management Standard
AS/NZS ISO Quality Standards
International Quality Standards
ISO 9001:2008 Quality Standard
Quality Standards Implementation

Closure Day 1 16h30 - 17h00

Preparation discussion for Day 2



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QUALITY AND PERFORMANCE BEST PRACTICE MANAGEMENT

TWO-DAY COURSE – DAY 2

Implementing industry best practice Total Quality Management (TQM) as well as developing a Quality Management Plan according to the AS/NZS ISO 9001–9004 Quality Management Standards for continual improvement and for performance.

COURSE CONTENTS

DAY 2:

Coffee 08h00 - 08h30

INTRODUCTION

Continual Improvement
Measuring Improvement
Performance Definitions
Performance Measurement
Performance and Improvement
Performance and Sustainability

Morning Tea 10h00 - 10h30

Environmental Impact Defined
Performance / Environment Links
Short-term Environmental Impacts
Longer-term Environmental Impacts
Quality, Performance, and Environment
Performance and Environmental Impact

Lunch 12h00 - 13h00

Performance Management Defined
Goal of Performance Management
Performance Management Assessment
Performance Management Benchmarking
Balanced Scorecard Benchmarking Measures
Contract Performance and Performance Costing

Afternoon Tea 14h30 - 15h00

Capability Maturity Modelling
Capability Maturity Assessment
Capability Maturity Improvement
Techniques for Evaluating Maturity
Maturity Assessment in Performance
Performance Capability Maturity Models

Closure Day 2 16h30 - 17h00

Review and General Questions



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RISK AND SAFETY BEST PRACTICE MANAGEMENT

THREE-DAY COURSE – DAY 1

Developing an industry best practice Risk Management Process according to the AS/NZS 4360 and ISO 31000 Risk Management Standard requirements for defining risk criteria, assessment, analysis, evaluation, treatment, and control.

COURSE CONTENTS

DAY 1:

Coffee 08h00 - 08h30

INTRODUCTION

Attitude and Risk Attitude
Management Attitude and Risk
Risk Attitude and Risk Perception
Risk Attitude and Risk Management
Risk Attitude and Change Management
Risk Attitude in Project Risk Management

Morning Tea 10h00 - 10h30

Objective and Subjective Risks
Objective Risk and Risk Assessment
Subjective Risk and Risk Assessment
Subjective Risk Assessment and Sensitivity
Objective Risk and Project Risk Assessment
Subjective Risk and Project Risk Assessment

Lunch 12h00 - 13h00

Risk Management Reviewed
Operational Risk Management
International Risk Management Standards
AS / NZS 4360 Risk Management Standard
The ISO 31000 Risk Management Standard
ISO 31000:2009 Risk Management Process

Afternoon Tea 14h30 - 15h00

Risk Identification Concepts
Risk Quantification Concepts
Risk Analysis Concepts
Risk Evaluation Concepts
Risk Treatment Concepts
Risk Control Concepts

Closure Day 1 16h30 - 17h00

Preparation discussion for Day 2



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RISK AND SAFETY BEST PRACTICE MANAGEMENT

THREE-DAY COURSE – DAY 2

Developing an industry best practice Risk Management Plan according to the ISO 31000 Risk Management Standard requirement for establishing risk criteria, risk assessment, risk analysis, risk evaluation, risk treatment, and risk control.

COURSE CONTENTS

DAY 2:

Coffee 08h00 - 08h30

OVERVIEW

The Context of Risk
Internal and External Risks
The Characteristics of Risk
Strategic and Organisational Context
Establishing Risk Management Context
Risk Criteria, Risk Sources and Causes

Morning Tea 10h00 - 10h30

Methods used for Identifying Risks
SWOT Analysis in Risk Assessment
Risk Cause-Consequence Diagrams
Methods used for Risk Quantification
Risk Likelihood in Risk Quantification
Risk Consequence in Risk Quantification

Lunch 12h00 - 13h00

Methods used for Analysing Risks
Hazards Analysis in Risk Analysis
Operability Analysis in Risk Analysis
Methods used for Evaluation of Risks
Risk Factor Analysis in Risk Evaluation
Risk Profile Analysis in Risk Evaluation

Afternoon Tea 14h30 - 15h00

Methods used for Treating Risks
Methods used for Controlling Risks
Risk Based Decisions in Risk Treatment
Risk Informed Decisions in Risk Treatment
Risk Response Analysis in Controlling Risk
Risk Contingency Planning for Risk Control

Closure Day 2 16h30 - 17h00

Preparation discussion for Day 3



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RISK AND SAFETY BEST PRACTICE MANAGEMENT

THREE-DAY COURSE – DAY 3

Developing a Safety Management Plan according to the Australian Workplace Safety Standards and Regulations and National Occupational Health and Safety Commission Standards for controlling, eliminating, or minimising safety risks.

COURSE CONTENTS

DAY 3:

Coffee 08h00 - 08h30

OVERVIEW

Safety Perceptions and Attitudes
Safety Behaviour and Safety Climate
Safety Behaviour and Consequences
Safety Behaviour and Systems Modelling
Safety Behaviour and Management Systems
Safety Responsibilities and Accountabilities

Morning Tea 10h00 - 10h30

Measuring Safety Performance
Traditional Safety Performance
Advanced Safety Performance
Using Hazard and Risk Rating
Applying the Site Safety Meter
Measuring the Site Safety Level

Lunch 12h00 - 13h00

Safety Management Essentials
Safety Management Strategies
Safety Management Methods
Safety Management Systems
Developing a SMS Framework
Safety Management and Change

Afternoon Tea 14h30 - 15h00

Safety Legislation Standards
International Safety Standards
Occupational Health and Safety
Legislation of OH&S Standards
OH&S Regulations and Standards
Applying OH&S Management Systems

Closure Day 3 16h30 - 17h00

Review and General Questions



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The Academy for Professional Education and Training

COURSE DELIVERABLES:

These in-company courses include delivery of the course material in bound books duplicating the presentation slides, and a course completion certificate.

COURSE TUTOR:

The Academy sometimes sources the appropriately experienced and educated course tutors for specialised training. For this suite of courses on best practice decision-making in *quality management and outcome performance*, as well as *risk management and safety* in industry, the Academy's course tutor is Dr Fred Stapelberg [BScEng, MBA (Exec), PhD (Eng), DBA, PrEng]. Fred has close on three decades of consulting engineering experience, and gives tertiary lectures at post-graduate level in engineering management, and has developed and delivered training courses for more than two decades to a very wide range of organisations including international corporations such as Alcoa, Anglo American, BP, BHP Billiton, Caltex, Escom, Rio Tinto (CRA), Sasol, Shell, WMC, and many more.

COURSE RESERVATIONS:

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