

AS9120 Rev B

Employee Training Overview



Trainer Guide

Trainer's Guide complete with
speaker's notes

What is a Management System?

Your organization is made up of several Management Systems, which operate within your overall Business Management System.


Example:

- Financial (FMS)
- Quality (QMS)
- Environmental (EMS)
- Safety (SMS)
- Energy (EnMS)
- IT (MIS) etc.



A Management system refers to what a company does to manage its processes, or activities so that its products or services meet the company's objectives, such as:

- satisfying the customer's quality requirements
- complying to regulations
- meeting quality objectives

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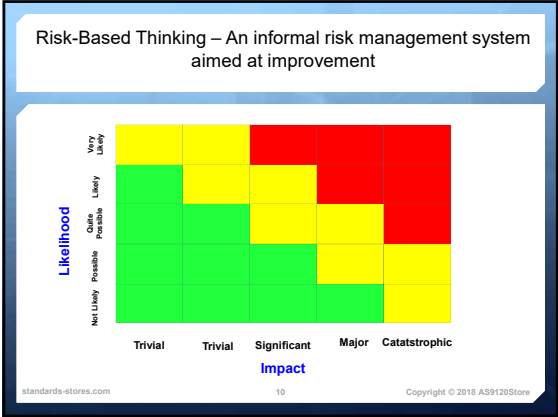
AS9120 Rev B

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Student Manual

Students's Guide



Risk-Based Thinking –
Example: What can go wrong in a Process?

- + Purchasing Process
 - + Your single Source supplier is destroyed by a tornado
- + What is the impact?
 - + You must shut down
- + What is the likelihood it will happen?
 - + Unlikely (but tornadoes happen)
- + How do you mitigate the risk?
 - + Find a new supplier
 - + Revise the product design to allow other options
 - + Purchase business interruption insurance

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Section 2: Basics of a QMS
What is AS9120B?

- What is a QMS?
- What is AS9120B?
- What are the requirements of AS9120B?
- PDCA and the requirements
- Benefits of AS9120B Registration

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Quiz 1

1. ISO is a:

- a. Division of the ASQC (American Society for Quality Control)
- b. Part of the United Nations
- c. Large Corporation
- d. International Standards Organization

2. IAGC is a

- a. Division of the ASQC (American Society for Quality Control)
- b. Part of the United Nations
- c. Large Corporation
- d. International Aerospace Quality Group
- e. International Standards Organization

2. Management Systems are only used in AS and ISO Standards

- a. True; b. False

3. Plan-Do-Check-Act (PDCA) is

- a. A Certification for ISO Companies
- b. A system for continual improvement
- c. A degree in ecology
- d. A complicated structure for software

4. A Process Management approach is:

- a. Managing your business as a system of interlinked processes
- b. Managing employees with documented procedures
- c. Documenting processes as procedures and work instructions

5. The Risk-Based-Thinking approach is:

- a. Proactive thinking aimed at preventing undesirable outcomes
- b. Determining and addressing risks and opportunities

Includes quizzes
with answer key

Cusomtizable Certificate of Completion

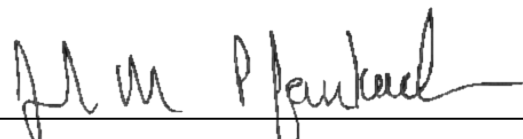
This certifies that

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AS9120 Rev B Employee Training

*Demonstrating competence by passing
the final exam.*



President, Standards-Stores.com

September 6, 2018



Subject: AS9120 Rev B Employee Overview
Training Date: ___/___/___ **Trainer:** _____

<i>Names</i>	<i>Signature</i>