

**BSJ**

Bureau of  
Standards  
Jamaica

# THE QUALITY INSTITUTE

BUSINESS GROWTH



**FIRST IN  
QUALITY AND STANDARDS  
TRAINING!**

# THE QUALITY INSTITUTE, BSJ

The Quality Institute provides standards and quality focused capacity building, training interventions and technical solutions to transform your organization.

## Our GOAL is to:

- Provide a brand of service that is devoted to serving your organization's need for transformation
- Enable you to make quality, standards and excellence a habit
- Facilitate your organization's creation of a standards and quality culture.
- Assist you to create the enabling environment for your organizational success

# MESSAGES

Mr. Hopeton Heron  
Executive Director, BSJ



The Bureau of Standards Jamaica (BSJ) plays a significant role in the national quality infrastructure of Jamaica and its contribution is multifaceted. The BSJ is mostly identified with its conformity assessment role, however the organization also contributes to capacity building through its training arm; the Quality Institute.

It is critical that at every level of our society, we incorporate training to enhance our planning and implementation of projects. Whatever we are projecting to do, we must utilize training opportunities to enhance our business processes and quality systems or face being left behind in this globally competitive world.

In an evolving global economy, the most successful companies will be those that adapt quickly and effectively.

Your business success and competitive advantage lies in investment in continuous, relevant and in demand training solutions that equip your human resource with the knowledge base to facilitate agility in an environment of change.

The BSJ's Quality Institute offers capacity building training solutions to equip industry players with the knowledge to improve organizational performance, efficiency and competence.

The BSJ is committed to fulfilling its mission as a customer focused organization that promotes international competitiveness and as a facilitator of business development and trade.

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# MESSAGES

Mrs. Julia Bonner Douett  
Director, Standards Division



Today, businesses and industries constantly face changes, challenges and critical decisions on a daily basis. There is always the need to produce, manufacture and distribute goods and services in the context of constant change and meeting requirements whilst also ensuring organizational profit and success. The Quality Institute of the Bureau of Standards Jamaica is the source of the critical information and guidance on quality and standards that every organization needs to forge ahead to success.

Quality and Standards are the platform least used by small enterprises to create new changed products and /or to bring new innovations to the market before other competitors. To do this each organization and entity must have the knowledge and competences to not only know the standards that can be used and interpret them well but most importantly use these principles embedded in quality and knowledge in standards to gain that competitive edge.

Organizations in developed nations are aggressively using this tool to have new products to the market in a direct response to changes in technology and the new needs of industries. Our trainings are your source of learning experiences and other capacity building that can transform your organization to a world class operation, by engaging and guiding your staff team in understanding how to establish internationally acceptable technical and management systems. This is undoubtedly your path to success and prosperity/profit!

Within the context of COVID 19, this is even more important as companies will need to do things differently. There will be no going back to the old ways, not in total. With climate change, new epidemiological issues like the corona viruses, a smaller global space due to technology; travel, knowledge and communication is an instant away. To survive economically and to move on the developmental curve, knowledge and technology will be our platform,

The BSJ and especially the Industrial Training Unit of the Quality Institute is uniquely placed to help you pivot in the new norm allowing you to leap frog on that learning curve to compete by any global standard. There are good opportunities in a time like this, let the BSJ help you innovate, create and make standards work for you.

A handwritten signature in blue ink, appearing to be 'J. Douett', written across the bottom of the page.

# MESSAGES

Mrs. Sonia Morgan  
Unit Manager, Quality Institute



Every successful organization, whether public or private, recognizes that employees are their biggest asset. Such organizations also recognize that their sustainable growth and success happens when they invest in talent. They also know that organizations that train and develop their employees see sales increase and profits doubling or more, compared to those that did not. This means that organizations that are determined to succeed will invest in their employees' training and development, knowing that the rewards are vital profits that they are determined to have.

The Quality Institute of the Bureau of Standards Jamaica is the authorized national training agency for quality and standards that brings your organization to the ideal and required training experience for success.

Whether you are a public or private, one-man, micro, small, medium or large organization, the QI BSJ team shares in your vision! We are ready to enable you to implement the strategy for sustainable development through training for your industry.

We provide cutting edge, comprehensive and competent trainings that will enable you to develop and implement management systems and meet technical and regulatory requirements. Armed with the knowledge gained from our trainings, you are able to meet the requirements of international standards, become internationally recognized and gain greater market share.

The QI BSJ is here to journey with you to transform your organization, overcome barriers to trade and move in the right direction for your growth and success. We are your business partner, your key to sustainable development through improved management systems, business continuity and risk management; let us do this.

A handwritten signature in black ink, reading "Sonia Morgan". The signature is written in a cursive style and is underlined.

# MEET THE QUALITY INSTITUTE BSJ STAFF TEAM



Mrs. Julia Bonner Douett  
Director, Standards  
Division



Mrs. Sonia Morgan  
Unit Manager, Quality  
Institute



Ms. Karen Miller  
Accreditation Facilitation  
Officer, Quality Institute



Mrs. Michelle Taylor  
Acting  
Administrator/Training  
Officer, Quality Institute



Mr. Rochane Smith  
Acting Research  
Officer  
Quality Institute



Ms. Tarene Douglas  
Acting  
Administrative  
Assistant/  
Telemarketer,  
Quality Institute

## WHY YOU SHOULD TRAIN WITH THE QI BSJ

- **We develop your expertise** – as your best option for the current and critical information on standards, quality and other aspects of standardization that every organization needs to forge ahead.
- **We facilitate you in better trade** – enabling you to meet technical and requirements and overcome barriers to trade.
- **We enable your entry to new markets** – providing essential training in standards that can grant you access to greater market share, effectively and efficiently opening doors to new business.
- **Train you to manage risk and have business continuity** – our Trainers are qualified, certified and competent, using their experience to guide you expertly
- **We are your business development and trade partner** – guiding you to innovation, improved efficiency, sustainable growth and profitability.



# PRODUCT/SERVICE INFORMATION

## PROGRAMMES OFFERED

### International Certificates

- PECB Certified ISO 31000 Risk Manager

Trainer : Dr. Yvette Castell

Link to training: [Click here!](#)

- PECB Certified ISO 22301 – Business Continuity Management System - Foundation

Trainer : Mr. Hermon Edmondson

Link to training: [Click here!](#)

- PECB Certified ISO 9001 – Quality Management Systems - Lead Auditor & Lead Implementer

Trainer : Dr. Timon Waugh

Link to training (Lead Auditor): [Click here!](#)

Link to training (Lead Implementer): [Click here!](#)

- PECB Certified ISO 14001 – Environmental Management Systems Foundation, Lead Auditor & Lead Implementer

Trainer : Dr. Timon Waugh

Link to training (Foundation) : [Click here!](#)

Link to training (Lead Auditor) : [Click here!](#)

Link to training (Lead Implementer) : [Click here!](#)

- Certified Foundation for ISO 45001 Occupational Health and Safety Management System

Trainer : Mr. Hermon Edmondson

Link to training: [Click here!](#)



# PRODUCT/SERVICE INFORMATION

## PROGRAMMES OFFERED

### International Certificates

- PECB Certified ISO 22000 - Food Safety Management System - Foundation, Lead Auditor & Lead Implementer

Trainer : Ms. Gillian Duncan

Link to training (Foundation): [Click here!](#)

Link to training (Lead Auditor): [Click here!](#)

Link to training (Lead Implementer): [Click here!](#)

### Certificates

- Understanding and Interpreting ISO 9001

Trainer : Dr. Timon Waugh

Link to training: [Click here!](#)

- Documentation Requirements for ISO 9001 & Process Mapping

Trainer : Dr. Timon Waugh

Link to training: [Click here!](#)

- ISO 9001:2015 Internal Auditing

Trainer : Dr. Timon Waugh

Link to training: [Click here!](#)

# PRODUCT/SERVICE INFORMATION

## PROGRAMMES OFFERED

- Good Manufacturing Practices

Trainer : Ms. Gillian Duncan

Link to training: [Click here!](#)

- HACCP Management Programme (HACCP & HACCP Internal Audit)

Trainer : Ms. Gillian Duncan

Link to training: [Click here!](#)

- Audit Planning and Report Writing

Trainer : Dr. Timon Waugh

Link to training: [Click here!](#)

- Supply Chain Security and Traceability

Trainers : Mrs. Sheryl Anderson & Mr. Andrew Wynter

Link to training: [Click here!](#)

- Dangerous Goods

Trainer : Mr. Michael Rodriques

Link to training: [Click here!](#)

- Root Cause Analysis

Trainer : Mrs. Claudette Brown

Link to training: [Click here!](#)

# PRODUCT/SERVICE INFORMATION

## PROGRAMMES OFFERED

- Introduction to Project Management

Trainer : Mrs. Julia Bonner Douett

Link to training: [Click here!](#)

- Level 1 Project Management

Trainer : Mrs. Julia Bonner Douett

Link to training: [Click here!](#)

- Measurement Uncertainty Made Simple

Trainer : Dr. Raymond Reid

Link to training: [Click here!](#)

- Sanitation & Pest Control

Trainers : Ms. Gillian Duncan

- Food Microbiology in Industry

Trainer : Ms. Karen Miller

- Advanced Microbiology for Laboratory Personnel

Trainer : Ms. Karen Miller

- Food Fraud

Trainer : Ms. Gillian Duncan

# ***PRODUCT/SERVICE INFORMATION***

## **PROGRAMMES OFFERED**

- Problem Solving for Decision Makers

Trainer : Mrs. Tamiaka Sewell - Phang

- Food Defence

Trainer : Mrs. Tamiaka Sewell - Phang

# HAVE YOU HEARD ABOUT OUR TRAINING OPTIONS?

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## 1. Public Virtual/ Face-to-Face Training

- Up to date training in standards, quality and other industry topics for knowledge and education in standardization.

## 2. Online Training

- Provides convenient public self-paced learning in key industry standards requirements.

## 3. On- site / In-plant Training

- Training that is tailor made for your suit to give maximum effective learning in standards, quality and other technical requirements specific to your team.

## 4. Attachment Training

- One on one technical training for your staff in standards, quality or laboratory practices to improve key competences.

## 5. Special Industry Training

- Designed to address the immediate or pending needs for a particular industry to promote improved, safe trade and business success



## **DR. TIMON WAUGH**

Timon Waugh holds a Bachelor of Science, Pure and Applied Chemistry and a PhD Applied Chemistry from the University of the West Indies (UWI, Mona). He has over thirty (30) years' experience in Management at various levels including – Academic Training, Qualification and Experience in Applied Chemistry, Analytical Chemistry, Waste/Environmental/Quality Management Systems, Agriculture and Agro-Processing, Agriculture Extension Services, General Construction Project Management and Project Management. He is a qualified auditor, trainer and consultant for the ISO 9001 Lead Auditor, ISO 14001 Lead Auditor and ISO 50001 Lead Auditor, a Renewable Energy Specialist, Environmental consultant and a lecturer in Agro Waste Management & Environmental management systems and a certified Coffee Cup Taster.

Dr. Waugh possesses vast professional expertise. His career highlights cover him as the Managing Director of Sustainable Systems & Solutions, providing consultancy services in Coffee Processing and Quality, Environmental Management System; certified trainer in ISO 9000 and 14000 for the Bureau of Standards Jamaica and the National Certification Body of Jamaica (NCBJ) and Witness and Lead Auditor for ISO 9001 and 14001 for the NCBJ; ISO 9001 & 14001 Auditor for registration of Red Stripe and integrated registration of Barnaby Engineering & Testing Services.

At EnviroPlanners Limited he lead on the Environmental Impact Assessment Process for Mount Rosser Leg of Highway 2000, Ethanol Dehydration Plant and LPG Bulk Storage Facility; was Project Manager for construction of a coffee factory anaerobic waste treatment facility, major sewage collection system for the Portmore municipality, industrial Waste Water Treatment Plant at Seprod, repair resurfacing of several roads in Kingston, coastal engineering study for beach erosion at Sandals Negril and the environmental audit of five government owned sugar factory. At the Coffee Industry Board (CIB) during July 1986 to May 2009, Dr. Waugh was Research Officer, Pulper Operations Manager. He became the ISO 9001 Quality System Management Representative, implementing and maintaining their ISO 9000 and 14000 Quality Management Systems as well as developing and conducting training in the local coffee industry. He was also a Research Development and Environmental Coordinator directing and managing all research development and environmental programmes, the activities of the Research and Analytical Laboratory, coffee nursery operations, development and implementation of Environmental Codes of Practice for the Jamaica coffee industry and represented the industry at coffee forums.

Dr. Waugh's several professional achievements include -Scientific Research Council (SRC)/ Shell "National Young Scientist Awardee" (1998), presenting and publishing several papers on "Coffee Processing and Waste Management", leading the successful implementation and registration of ISO 9001:2000 Quality Management System at the Coffee Industry Board, leading the development and implementation of an Environmental Codes of Practice for the local coffee industry, researching and implementing the Waste to Energy project at the Moy Hall Coffee Factory, providing consultancy service for the successful implementation of ISO 9001 Quality Management System at - Wisynco Plastic Division, Ministry of Agriculture - Agristakeholders Association Limited, Corrpak Jamaica Ltd and Best Dressed Chicken and providing consultancy service and training in ISO 14001, 9001 and 17025 for the coffee sector in seven Latin American countries. He is a member of the Jamaica Institute of Environmental Professionals, Jamaica Association of Scientists and Technologists, National Commission on Science and Technology (NCST) and the International Scientific Coffee Association (ASIC).

Dr. Waugh is Vice Chairman of the Steering Committee of the Caribbean Centre for Applied Biosystems Research (CCABR) and Part-Time Lecturer at College of Agriculture, Science and Education (CASE) on Environmental Management Systems (EMS).



## **MRS. CLAUDETTE BROWN**

A Certified Trainer of Root Cause Analysis and international accreditation standards ISO 15189, ISO/IEC 17020 and ISO/IEC 17025 for the Quality Institute BSJ. Mrs. Claudette Brown is one of Jamaica's well renowned Quality Professionals, from as early as the 1980s. She earned a BSc (General) degree in Natural Sciences with a major in Mathematics and a minor in Chemistry from the University of the West Indies and later, an Executive Masters in Business Administration from the University College of the Caribbean. She also holds a Diploma in Education with a major in Mathematics from the Mico University. She is a trained Teacher in Mathematics and a highly experienced Quality Assurance & Standardization Professional with over Thirty (30) years of extensive experience. She is now a well sought after Quality & Accreditation Consultant locally, regionally and performs international work for accreditation.

Mrs Brown's accomplished career achievement began with her early and demonstrated success as a Laboratory Analyst, then moving to become a Teacher of Mathematics to all grades at the Secondary School level. She later moved onto a career in applied science, working in Standards Development, Promulgation and Implementation through Quality Assurance, Quality Management, Systems Certification and Laboratory Accreditation.



Her career of Twenty 'four(24) years at the Bureau of Standards Jamaica , included work with the CARICOM Regional Organization for Standards & Quality (CROSQ) and the International Organization for Standardization (ISO). Her career moved from local to regional and international work, participating in standards development, training, quality auditing and accreditation activities worldwide. She became a certified Quality Auditor with Lloyd's Register Quality Assurance LTD (LRQA, UK), and a trained accreditation assessor with the Quality Management Institute (QMI) of Canada, British Standard Institute (BSI, UK), the Swedish Accreditation Authority (SWEDAC, Sweden) and the Caribbean Epidemiology Centre /Pan American Health Organization/World Health Organization CAREC/PAHO/WHO, T&T.

Her work involved standard development with the International Organization for Standardization (ISO), representing the BSJ and Jamaica. She delivered lectures and conducted several seminars and workshops on Quality Control, ISO 9000, Statistical Tools in Quality Management and Quality Auditing, both locally and overseas. She also garnered experience in Administration and Management, coordinating activities related to the implementation of ISO 9000 in the BSJ, managing teams of staff including professional and support personnel in the BSJ. Claudette also served as a member of several technical and management committees, including the Implementation Committee for the National Certification Body of Jamaica. During the 1980s she developed and delivered the well known and sought after "Quality Control in Industry" training, which saw hundreds of participants in public and in-plant trainings.

The peak of Claudette's career in Standards & Quality saw ten (10) years of work with the BSJ's parent Ministry for Trade and Commerce and the National Accreditation Body of Jamaica – the Jamaica National Agency for Accreditation (JANAAC). She was one of three officers who were originally from the BSJ's team who worked to establish JANAAC, designing, developing and implementing this new national agency's management system to meet the requirements of the international standard ISO/IEC 17011. She worked as the Accreditation Manager for JANAAC and was very instrumental in successfully preparing the agency for international recognition for granting accreditation to Conformity Assessment Bodies (laboratories, Inspection and certification Bodies). From her work, JANAAC saw its successful evaluation and resultant recognition as a signatory to the International Laboratory Accreditation Cooperation (ILAC) MRA for both Testing and Medical Laboratories.

During her time at JANAAC, she conducted assessments of laboratories seeking to be accredited to the international standards ISO/IEC 17025 and also ISO 15189. She also managed assessment teams for conducting evaluations of Conformity Assessment Bodies (laboratories) seeking to be accredited and acted as the head of JANAAC in the absence of the CEO. She is also a Peer Evaluator

for the Inter American Accreditation Cooperation (IAAC). Claudette's professional development saw her completing several other trainings in topics including: Statistical and management tools of quality control; Supervisory Development; Planning for Quality; TQM; Documenting Quality Manuals & Procedures; Meeting Purchasing Requirements; Environmental Management & ISO 14000 series of...

standards; Project Planning and Analysis; Customer Satisfaction; Action Oriented Management; Corporate Social Responsibility; National Quality Infrastructure; Assessment of Certification and Inspection Bodies; Design and Organization of PT Programmes.



## **MS. GILLIAN DUNCAN**

Gillian Duncan holds a Bachelor of Science in Microbiology and a Master of Science- Quality Management Systems. She is a Certified Trainer, Lead Auditor and Consultant in both Food Safety and Quality Management Systems.

Gillian is a highly driven individual with a strong passion for food safety and quality management. Over the past six years she has assisted companies with achieving international certification in her various roles as consultant, implementor, coach, auditor and trainer.

She believes that competency building and training are important to the continued ability to meet the current and future needs of any company. To this end, I have created various solutions which include trainings, resource materials and custom software applications. My singular professional objective is creating innovative and effective solutions that suit your specific needs.

As a certified trainer Gillian achieves high levels of success using a competency based methodology, interactive sessions, customizable content and toolkit with each training. In addition to Food Safety and Quality Management, Gillian is also a Consultant in Quality Control, Process Improvement and Project Management.



## **MRS. TAMIEKA SEWELL-PHANG**

A dynamic Quality Professional with a leading-edge perspective on the 21st century marketplace combined with a singular vision in realizing the marriage of quality management systems' and best practices with sound business operations. Over a career history spent at a clear vantage point on the ongoing revolution in management systems space, she has levied well-earned expertise and insight into food safety, Hazard Analysis Critical Control Point (HACCP), implementing and interpreting ISO Standards, System Documentation, Regulatory Research, establishing Pre-requisite Programmes and training in Management Systems as well as other industry specific training.

Wielding a comprehensive management systems' skill set with significant achievements in establishing ISO standards thought leadership, Tamiaka offers the expertise to inform sound corporate decision-making and craft the strategic and tactical tools required to capitalize in this culture.

With a robust academic foundation in Applied Science in Quality Improvement, BSc. Management Systems, and other courses at such prestigious learning institutions as the Fox Valley Technical College in Wisconsin, Qualitas S.A., Santo Domingo, and the University of the West Indies, Jamaica, Tamiaka embarked on a series of progressive tenures culminating in an accomplished Quality Systems Specialist position with Nestlé Jamaica Limited.

In 2015, she transitioned to working full time as Principal Consultant and CEO for TS Quality Consultants. Those benefiting from Tamieka's fresh perspective and intuitive understanding of Management Systems and the importance of being certified for the 21st century will find her a visionary thinker with an entrepreneurial and team building acumen to devise and deliver management solutions that are of international standards and financially viable.

Future and current business executives and leaders will also benefit from her augmented technical skills reinforced by various certifications and her impassioned commitment to win.



## **DR. YVETTE CASTELL**

Dr. Yvette Castell is a Chartered Quality Professional with the Chartered Quality Institute in the United Kingdom and a Certified Professional Evaluation and Certification Board ISO 9001 Lead Implementer and Trainer. She has worked in Quality Management, Corporate and Operational Planning, and Compliance and Risk and is currently a consultant, lead auditor and trainer.

Dr. Castell holds a Doctor of Business Administration from Walden University (self-design with concentration in marketing and innovation), a Master of Science degree in Strategic Quality Management from the University of Portsmouth (United Kingdom), a Post Graduate Diploma in Information Technology, and a Bachelor of Science degree in Zoology and Chemistry from the University of the West Indies (Mona).

Dr. Castell received QMS training through a fellowship from the Swedish International Development Cooperation Agency, Lloyd's Register Quality Assurance and Perry Johnson Registrar. She is a certified Lead QMS and EMS auditor and currently performs third party audits for the National Certification Body of Jamaica, where she is also a member of the Executive Committee for review of audit packages.

She is also trained in FSSC 22000 version 4.1 Food Safety System Certification, ISO 22000:2018, ISO 17020 Conformity Assessment - Requirements for the operation of various types of bodies performing inspection, ISO 14001 Environmental Management System, Enterprise Risk Management, Hazard Analysis Critical Control Point (HACCP), and online Facilitation/Course Coordination among various other trainings.

Dr. Yvette Castell has a 25+ years accomplished career track of achievement and demonstrated success developing, implementing, maintaining, and auditing quality management systems. Dr. Castell led the certification effort for the first ISO 9002:1994 certified company in Jamaica in 1995 and has conducted quality audits in the manufacturing, civil construction, health, public administration, education, and other business sectors in Jamaica and overseas.



## **MR. HERMON EDMONDSON**

Hermon Edmondson is a senior International Quality Infrastructure and management systems professional who has been advising and facilitating businesses, organizations, and economies on application and use of standards, quality and risk management principles and tools for more than 30 years.

He is well known in the Region for his leadership, technical and managerial experience and wide range of skills and competencies the fields of standards and quality. He holds recognized International Lead Auditor Certification for Management Systems in: Business Continuity (ISO 22301), Quality Management (ISO 9001) Occupational Health and Safety (ISO 45001) and training as Lead Implementer in Energy Management (ISO 5001).

Mr Edmondson is a trainer and facilitator and has successfully conducted business continuity management system (ISO 22301) training for more than five (5) years while also advising clients on their business continuity plans. Mr Edmondson holds a Master of Science in Engineering Management and is a registered Professional Engineer in Jamaica. He is founder and CEO of HBS Consulting – an Internal Management Consulting firm, based in Kingston.





## **MR. DAVID HALL**

David Hall, BSc., MBA, CISA, CISM, CGEIT, CICA is the Managing Director of DC Consultants & Associates. He is a highly experienced management professional with over fifteen (15) years of extensive international consulting, information technology, auditing and industry experience. A proven track record in Operations and IT Strategy, Business Process Transformation, Billing, Risk Management, Corporate Governance, Network Operations and Project Management. He has experience working within the Manufacturing and Distribution, Housing, Retail, Finance, Telecommunications, Insurance, Remittance & Money Services and Banking Sectors.

Mr. Hall was selected among the top Cable & Wireless managers worldwide to attend the prestigious INSEAD Business School in France, and has completed courses in Operational Change Management at the Harvard Business School in Boston and Business Process Improvement in Virginia (USA).

Over the past fifteen (15) years he has had the privilege of working with cross functional teams and persons of varying cultural diversities throughout the United States, United Kingdom, Jamaica, Panama, Monaco, Macau and the Caribbean. This has enabled him to successfully lead and interact with persons throughout every level in the organisation.

In his tenure as Chief Internal Auditor (CIA) both at Grace Kennedy Limited and Cable & Wireless, which are two (2) of the largest conglomerates in the Caribbean, he shared the vision and values of the CEO's and Executive management teams throughout the numerous companies and subsidiaries he worked with. He also forged partnerships with the businesses in assessing the efficiency and effectiveness of the strategic objectives and implementation strategies. This has required strong communication, team building and relationship management skills, effective leadership and a demonstrated track record of performance.

His prior roles in Operational management both at a Managerial and at a Vice President level will certainly complement his all-round ability to perform not only from an operational standpoint but also as a strategic thinker.

The technical skills which he has garnered over the years, including his solid Information Technology background, Risk Management & Auditing expertise, along with his Financial, Operational and Corporate Governance experience will make him a suitable candidate to assist in the transformation of the public and private sector to be more efficient entities.

His current role as President of the Institute of Internal Auditors (IIA) Jamaica, will open further channels of partnership with International agencies, focused on providing best practice solutions in Operational Management. He holds various positions on a number of boards, including, (i) Vice-Chairman, Edith Dalton James High School, (ii) Chairman, Herrick Early Childhood Institution, (iii) Vice President, Cable & Wireless Credit Union and (iv) Director, Kiwanis Club of Kingston.



## **MR. MICHAEL RODRIQUEZ**

A Consultant, Certified Trainer, Lead Auditor and Implementer of ISO Management Systems. Retired Officer of the Jamaica Defence Force Coast Guard (Operations and Training) 21 years, Crisis Management and Disaster Preparedness Consultant to the Office of Disaster Preparedness and Emergency Management 2 years, then became the first Jamaican head of the Caribbean Maritime Institute, retired after 16 years of service.

His knowledge, training and experiences have shaped his profession in management systems over the last twenty odd years in providing expertise to a wide variety of industry ranging from maritime, manufacturing, packaging and printing, food processing, engineering industries among others.

He is a member of the American Society of Quality (ASQ) and founding member 24 years and currently Chairman of the Jamaica Conservation Development Trust.



## **MRS. SHERYL ANDERSON**

ISO 9001 Lead Auditor and certified trainer for ISO 9001, HACCP, FSSC 22000, ISO 22000 and other quality improvement.

Anderson is the Managing Director for Quality Systems Solutions & Initiatives (QSSI), which is a consultancy organization that offers training, implementation and audit services in quality and food safety standards. She has worked with several organizations from the Caribbean region including Belize, Jamaica and Saint Lucia where she has helped several companies achieved HACCP, ISO 9001 and SQF certification.

Sheryl was the Head of the National Certification Body (NCBJ) between 2007 and 2011 during which time she spearheaded the implementation of the ISO 17021 standard. NCBJ is the first certification body from the Caribbean region that has attained international accreditation to ISO 17021.

She worked with the Bureau of Standards Jamaica for eight (8) years in several capacities spearheading several projects such as the Quality Jamaica Project where over 3000 persons were trained in ISO 9001, ISO 14001, and HACCP and National Quality Awards Programme.

She has a Masters in Business Administration and a Bachelor of Science Degree in Chemistry. She is pursuing her doctoral degree in Quality Management. She previously worked in the petroleum and sugar industries and forensics.

She is a member of the American Society of Quality (ASQ) and Caribbean Institute of Certified Management Consultants. She is also a Lead Instructor for the Food Safety Preventive Control Alliance.



## **DR. RAYMOND ROY REID**

Dr. Raymond Reid is a Research Project Supervisor on the Occupational and Environmental Safety and Health (OESH) MSc. programme. He's an affiliate of the Association of Official Racing Chemists (AORC) who liaises with the international racing community and the local racing industry regarding drug testing. He was trained by the Organization for the Prohibition of Chemical Weapons (OPCW) as a "First Responder for local and international Chemical, Biological, Radiological and Nuclear (CBRN) accidents and disasters since 2008 and a Laboratory Assessor (ISO/IEC 17025) with Jamaica National Agency for Accreditation (JANAAC) since 2009.

Dr. Reid started to work with the University of the West Indies in May, 1999 in the area of commercial analytical testing along with lecturing in the Forensic Science MSc. Course (since 2011) and the Food Agro-processing MSc. Course (since 2014). As the Laboratory Supervisor of the University of the West Indies Mona Analytical Chemistry (UWIMAC) Laboratory, He ensures efficient supervision of the daily operation of the laboratory. Dr. Reid presently...

lectures in two programmes at the Master's level on a part-time basis. Since academic year 2009/2010.

He lectures in the Department of Basic Medical Sciences, UWI, Mona, in the Forensic Science (FSCI6501/2 and FSCI6510) programme...

Over this period, Dr. Reid has supervised eleven (11) research projects, which are expected to generate a number of publications. He has also been lecturing in the Food Chemistry Course (FAPT6201) for the past four years and supervised four (4) FAPT research projects in addition to the supervision and operation of the FAPT laboratory. Dr. Reid also provides training to industry on behalf of the Quality Institute BSJon Measurement Uncertainty. He provides technical advice, training, and reliable and efficient analytical services to the Pesticide Research Laboratory (PRL) of the Department of Chemistry. Dr. Reid monitors the levels of pesticide residues in imported fruits and vegetables, thus ensuring proper health and safety of the consumer. In addition, he also analyses environmental samples (soil, air, water), breast milk and vegetable matter for toxic analyses, such as Polychlorinated Biphenyls (PCBs), furans, dioxins and other environmental pollutants. Urine and blood samples from the major public hospitals are also among the samples analyzed for suspected poisoning. These kinds of testing result in economic gains for the testing facility, and also encourage technological development through the investment of the latest instrumentation, such as GC-MS and LC-MS with service contracts. Postgraduate students also benefit from the acquisition of these instruments.

Dr. Reid is also a Justice of the Peace who responds to the needs of both students and staff of UWI where possible. Dr. Reid has been one of the WIGUT representatives for the Faculty of Science and Technology since 2013. Finally, it is Dr. Reid's intention to build on his strengths and to continue to market the analytical services of the Department of Chemistry with a view to attract more business partners/clients and ultimately generate enough income to become self-sufficient.



## **MRS. JULIA BONNER DOUETT**

Julia Bonner Douett holds a B.Sc.(double major in Physics and Chemistry) from the University of the West Indies (Mona) and in 1994 went on to earn a Masters in Business Administration from Nova South Eastern University. She is trained in short courses for Business Analysis, Management Systems for Quality and ISO 14000, Enhancing Trade Negotiating Skills and The Business Advantage – Competitiveness through Environmental Improvement. She is a Certified HACCP Manager (RTW Canada), internationally certified Quality Management Systems Auditor (International Registry of Certificated Auditors, IRCA-London), a certified and practicing Project Management Professional (PMP - Project Management Institute; Project Management Principles & Techniques BU/SWA), certified in Voluntary Counseling and Testing (Ministry of Health, Jamaica), a certified Voluntary Counseling and Testing service provider and Trainer of Trainers, an experienced adult trainer in the research, preparation and delivery training sessions and competent in the use of Microsoft software packages and the use of training aids. Julia skills are many from

her years of experience including designing and assessing business processes (public and private sector). With her several years experience in the manufacturing industry as Quality/Technical Manager and over ten years' experience in the development and implementation of Quality management system standards at the Bureau of Standards (BSJ), Julia is...



regarded as a key provider of guidance, leadership and technical support in standardization and is able to achieve goals and objectives most effectively when these are structured as projects. As a practicing project management professional she is competent in assessing, re-designing and documenting business systems/ processes for increased efficiency and effectiveness maximizing on strategic goals, thereby transforming visions and objectives into desired products and services.

Julia's professional career began as a Part-time Lecturer in 1987 (and then again during 2003 -2009) at the University of Technology (UTECH), where she developed and delivered lecture material in Physics, Pre-Calculus and in Science and Technology, monitored student progress, maintained key performance indicators and assisted in the re-design of the University's Science and Technology course. During 1988 -1991, she went on to Innswood Distillery Limited as the Chief Chemist, ensuring the maintenance of product standards and monitoring the production of ethanol and related products. In 1991 - 1994, she moved to Gillette Caribbean as their Quality Control Manager until later in 1994, having gained significant industry experience, she moved on to join H.D. Hopwood and Co. Ltd as their Quality Manager for two years. Later in 1996, Julia gained her desire to work with the implementation of standards and quality at the national level and went to work at the Bureau of Standards Jamaica (BSJ). There she developed and audited quality and operating procedure manuals, played an integral role in the development and implementation of the BSJ's Authorization Programme for LPG filling plants, designed and conducted Training programmes in ISO 9000, Quality auditing and related areas and also conducted senior duties in quality and accreditation audits. In 2002 Julia role at the BSJ changed to that of Project Officer for the national Inter-American Bank/MIF funded project. This gave her the opportunity to work in her second area of great love designing and assisting the implementation of this national project for Quality, Environmental and HACCP, Food Safety Systems. During the period 2004 - 2007, she gained the opportunity for further experience in project management and consultancy, working with Smythe-Witter and Associates and later, Jamaica's National HIV/STD Control Programme. This gave her varied project management opportunities including - developing UAT test scenarios for verifying use cases in the implementation of a software, coordinating the design of a document management system in a service organization, designing an Orientation programme for service organization and developing Standards Manual for local company. She also developed and coordinated the implementation of the HIV/AIDS Programme within its portfolio Ministry and agencies, designed and delivered HIV/AIDS prevention programmes and initiated the creation of software to analyze pre/post test results of training. Julia then returned to the BSJ in 2009 as the Director of the Standards Division where her accomplishments have made further significant contribution to the development of Jamaica's National Quality Infrastructure and national standardization goals. These include establishing the Regional and International Office to address trade concerns regarding standards and conformity standards and conformity assessment,...

establishing a BSJ/Business Partnership project to assist Associations and their constituents to use standards and a Client Service Programme to better assist MSMEs to use standards for Business growth, spearheading the introduction of a standards module in the Masters for Integrated Rural Development at UTECH, initiating the project for the revamp of the BSJ web site, restructuring of industry

training deliverables and the Training Unit to establish the Quality Institute BSJ, initiating the development of certification programmes for new niche products (organic, bike assembly and Spa), interpreting standards for strategic industries spearheaded the launch of standards programme, streamlining of the process for monitoring the timely delivery of national standards.

Additionally, Julia's professional achievements include being - first in the Caribbean to become an ISO appointed member of the 15 member International Technical Management Board, TMB ISO (2018 – 2020); appointed member of Health and Wellness Committee, one of five strategic National Tourism Linkages Committees by Minister of Tourism 2019, Honorable Edmond Bartlett; a Cabinet Appointed member of the Building Practitioners Board, under the 2018 Building Act; appointed to the Academic Board of the Built Environment of the University of Technology; the spearheader for the development and teaching of a standards module in the Masters for Integrated Rural Development at UTECH (2019). She was integral in the design and implementation of an IDB/MIF project involving Quality, Environmental and HACCP (Food Safety Systems) which resulted in the establishment of the National Certification Body of Jamaica (NCBJ); established a BSJ/Business Partnership project to assist Associations and their constituents to use standards (2014); initiated the project for the revamp of the BSJ web site (2015) and was a VCT (National Voluntary Counseling and Testing Provider (HIV/AIDS) in 2006.

Julia's has served many organizational associations and community groups in multiple roles including Board Chairman, Dallas Primary and Junior High School, Member of the Project Management Institute (Doctor Bird Chapter), Christian Youth Group-Dallas President, Dallas Primary and Junior High School Past Students Association member, President, Bureau of Standards Staff Association, member of Jamaica Society for Quality, Founding member of Nova Toast Masters Club and member of Staff Student Welfare Committee – UTECH. She is presently a member of the Standards and Assessment Sub-Committee of the Board of NCTVET.



## **MRS. SONIA M. MORGAN**

Mrs. Sonia Morgan is a qualified trainer for the ISO 15189, ISO/IEC 17025, ISO/IEC 17024 and ISO/IEC 17020 international accreditation standards. She holds a Bachelor of Science Degree (General) from the University of the West Indies (UWI, Mona) and is presently reading for an Executive MBA. Her career in science began as a junior industrial chemist with Shell International's Rockfort Plant Laboratory; then to a Pre-trained teacher of Integrated Science, Biology, Chemistry and a Laboratory Technician at the secondary school level. She later went on to work as an Assistant Medical Technologist with the Medical Research Council's Sickle Cell & Tropical Metabolism Research Unit, UWI.

In August 1993, Mrs. Morgan entered the world of standardization as a Standards Officer/Inspector of the Bureau of Standards Jamaica (BSJ). She first worked as the Assistant Coordinator of the Bureau's National Certification Mark and Jamaican Made Mark Programmes and later, went on to assist the development and implementation of the Bureau's Laboratory Accreditation programme.

She also assisted in establishing several BSJ Projects and Programmes such as the BSJ/JAS Certification of Agricultural Produce Programme (BSJ/JAS CAP Programme), the BSJ National Quality Awards, National Innovation Awards and BSJ's Standards Compliance Sticker and LPG Authorization Programmes.

Later, she went on to Senior Inspectorate duties, including Inspector training and staff development, standards promulgation and also became trained as a HACCP Food Safety Expert Consultant to serve the Quality Jamaica Project and other Government programmes for food safety in Jamaica. She has received extensive training in Standards Enforcement, Labelling Regulations, Canexport (Food Processing, Inspection), HACCP, Quality Control In Industry, Quality Auditing, ISO 9000 series, ISO 14000 series, Supervisory Management, Project Planning & Analysis, Customer Satisfaction, Action Oriented Management, Accreditation Milestones, Method validation, measurement uncertainty, proficiency testing and global value chains.

In 2004 Mrs. Morgan was placed on a special assignment to the Government of Jamaica/Government of Sweden funded National Quality Infrastructure Project of Jamaica, to establish Jamaica's National Accreditation Body (the Jamaica National Agency of Accreditation, JANAAC), advance the National Quality Infrastructure and the National Quality Policy. She worked to assist the development of JANAAC's management system, establish the national pool of accreditation assessors and establish the national and regional laboratory accreditation programmes. Her work with 2 other ladies who were former senior officers of the BSJ was highly commended; not only to establish JANAAC but also to allow JANAAC to earn the distinction of being one of the few National Accreditation Bodies in the world to gain international recognition as a signatory to the International Laboratory Accreditation Mutual Recognition Arrangement (ILAC MRA) and Inter-American Accreditation Cooperation Multilateral Recognition Arrangement (IAAC MLA) in record time and with an excellent assessment report for Testing and Medical Laboratory Accreditation. She also represented JANAAC/Jamaica and the Region as a member of the Inter-laboratory Accreditation Cooperation Promotions Committee and the Inter-American Accreditation Cooperation Laboratory Accreditation Committee and worked to assist the establishment of the regions National Accreditation Focal Points by the CARICOM Regional Organization for Standards and Quality's CROSQ/CAREC Project. She later served as BSJ Liaison Officer to the Portfolio Minister, working with the Ministry/BSJ Bamboo/Enterprise Jamaica Project, ISO 9000 certification for the MIIC and other government MDAs, Food Safety, Medical Tourism and the BSJ Focal Point for the National Export Strategy.

Mrs. Morgan's career in Quality, Standards, Certification and Accreditation spans over 27 years. She is a British Standards Institute, UK certified Lead Auditor, A SWEDAC certified Lead Assessor, currently manages the Quality Institute BSJ and is the National Accreditation Focal Point of Jamaica.



## **MS. KAREN MILLER**

Ms Karen Miller is a qualified Trainer for the ISO/IEC 17025 and ISO 15189 international accreditation standards and for various areas of Food Safety, including Hazard Analysis Critical Control Points.

She received a Bachelor of Science Degree in Biological Sciences with a minor in Chemistry from the former West Indies College (now the Northern Caribbean University) and began work as a Laboratory Tutor and Demonstrator for a Chemistry laboratory. She also worked as a Teaching Assistant in the English Department at the tertiary level of studies.

Ms Miller continued her career as a very successful High School Science Teacher, teaching Integrated Science to the lower grades and Biological Sciences and Chemistry to the senior students. She then went on to work at the Bureau of Standards Jamaica and has been with this organization for more than thirty years; first as a Senior Laboratory Technician and then as a Standards

Scientific Officer in the Packaging Laboratory. She thereafter moved onto the Microbiology laboratory where she worked for more than twenty years, going through the ranks as Standards Scientific Officer, Senior Standards Scientific officer then Team Leader of the laboratory.

During her tenure as Team Leader, she coordinated the Lab towards a major point of success, earning ISO/IEC 17025 accreditation for a scope of sixteen tests during the first round of accreditation and continued to expand its scope of accredited tests.

Ms. Miller also works for the National Accreditation Body – the Jamaica National Agency for Accreditation (JANAAC); first as a Technical Expert for Food Testing Microbiology and then became a Technical Assessor. She has also represented Jamaica to the CARICOM Regional Organisation for Standards and Quality (CROSQ), being Jamaica's first National Accreditation Focal Point (NAFP) Coordinator. The NAFP Coordinator role was formed at BSJ under the supervision of CROSQ, to provide technical support to Conformity Assessment Bodies (CABs) such as labs and Inspection bodies seeking accreditation or, at least help such organizations to implement a Quality Management System to international accreditation standards. Today, she continues her work in supporting CABs as the Accreditation Facilitation Officer of the NAFP JA which is now a Unit of the Quality Institute of the BSJ.

Ms. Miller has been trained as a Trainer for Quality Management Systems Standards with emphasis on ISO/IEC 17025 both locally, by CROSQ, by a prestigious institution in the USA and also by renowned European Consultants.

She has participated in numerous training courses to name only a few such as the ISO 9000 series of Standards, ISO/IEC 17025, General Requirements for the competence of testing and calibration laboratories, ISO/IEC 17011 Conformity assessment – Requirements for accreditation bodies accrediting conformity assessment bodies, ISO 13485, Medical Devices - Quality Management Systems - Requirements for Regulatory Purposes, Laboratory Quality assurance, Hazard Analysis Critical Control Points and other food safety systems, Metrology and Certification Assessments. She conducts training to laboratory staff in ISO/IEC 17025 and Practical Food Testing Microbiology and also conducts audits in Chemistry and Metrology laboratories.



# **CERTIFIED ISO 31000 RISK MANAGER**

## ***TRAINING DESCRIPTION***

In this three-day intensive course participants develop the competence to master a model for implementing risk management processes throughout their organization using the ISO 31000:2009 standard as a reference framework. Based on practical exercises, participants acquire the necessary knowledge and skills to perform an optimal risk assessment and manage risks in time by being familiar with their life cycle. During this training, we will present the ISO 31000 general risk management standard, the process model it recommends, and how companies may use the standard.

## ***TRAINING OBJECTIVES***

- To understand the concepts, approaches, methods and techniques allowing an effective risk management according to ISO 31000
- To understand the relationship between the risk management and the compliance with the requirements of different stakeholders of an organization
- To acquire the competence to implement, maintain and manage an ongoing risk management programme according to ISO 31000
- To acquire the competence to effectively advise organizations on the best practices in risk management





# **CERTIFIED ISO 31000 RISK MANAGER**

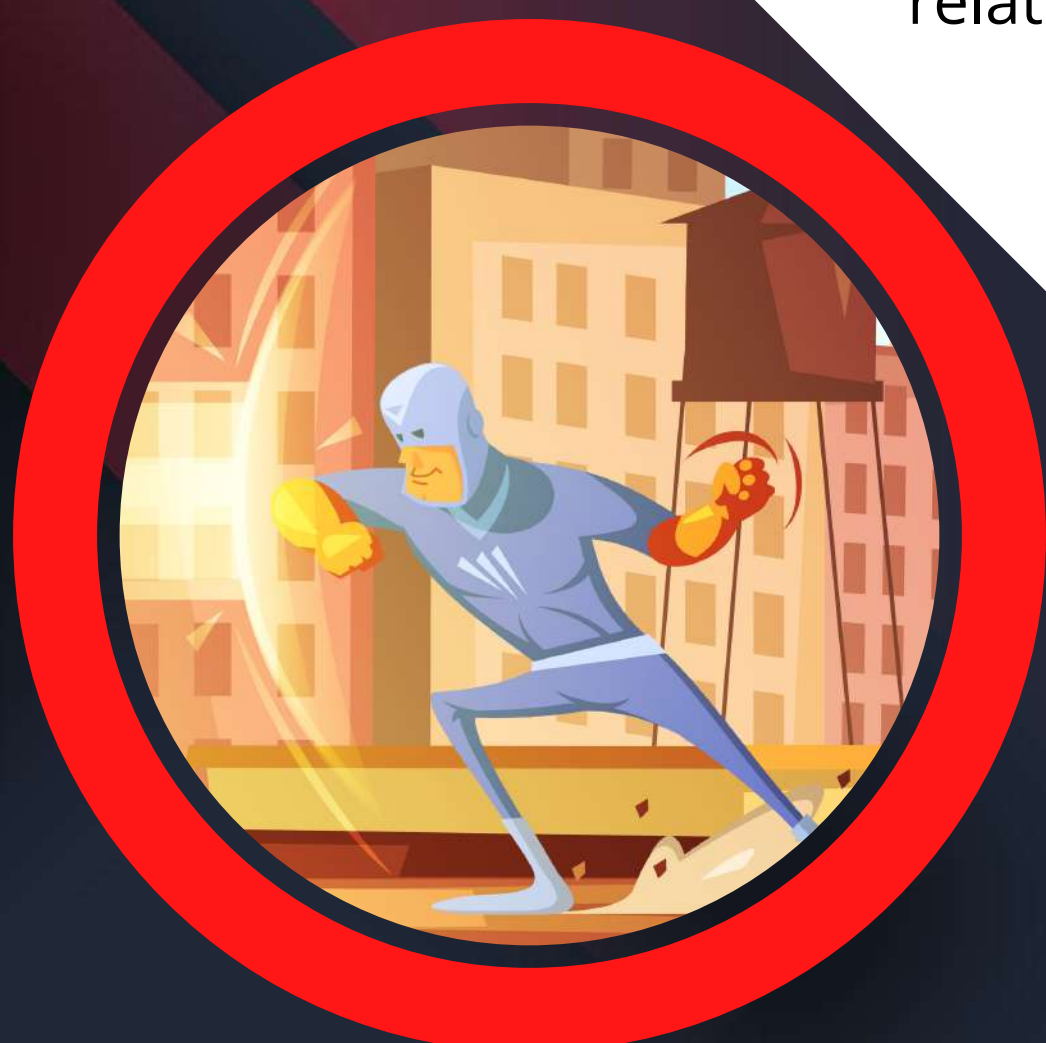
## ***WHO SHOULD ATTEND?***

- Risk Managers
- Business Finance Managers
- Regulatory Compliance Managers
- Business Process Owners
- Business Risk Managers
- Project Management
- Persons responsible for information security or conformity within an organization

## ***EXAM - DURATION: 2 HOURS***

## ***CERTIFICATION***

A certificate will be issued to participants who successfully pass the exam and comply with all the other requirements related to the selected credential.







# CERTIFIED ISO 22301 BUSINESS CONTINUITY MANAGEMENT SYSTEM - FOUNDATION

## **TRAINING DESCRIPTION**

This course enables the participants to learn about the best practices for implementing and managing a Business Continuity Management System (BCMS) as specified in ISO 22301, as well as the best practices for implementing the business continuity processes based on the ISO/PAS 22399. This training is fully compatible with BS 25999 (Business continuity management specification) and ISO 27031 (Guidelines for information and communication technology readiness for business continuity).

## **TRAINING OBJECTIVES**

- To understand the implementation of a Business Continuity Management System in accordance with ISO 22301, ISO 27031 or BS 25999
- To understand the relationship between a Business Continuity Management System, including risk management, controls and compliance with the requirements of different stakeholders of the organization
- To know the concepts, approaches, standards, methods and techniques allowing to effectively manage a Business Continuity Management System
- To acquire the necessary expertise to contribute in implementing a Business Continuity Management System (BCMS) as specified in ISO22301, ISO 27031 or BS 25999





# CERTIFIED ISO 22301 BUSINESS CONTINUITY MANAGEMENT SYSTEM - FOUNDATION

## *WHO SHOULD ATTEND?*

- Members of a business continuity team
- IT Professionals wanting to gain a comprehensive knowledge of the main processes of a Business Continuity Management System (BCMS)
- Staff involved in the implementation of the ISO 22301 standard
- Technicians involved in operations related to a BCMS
- Auditors
- Managers and corporate executive in charge of Governance and/or risk management within their organization

## *EXAM - DURATION: 1 HOUR*

## *CERTIFICATION*

A certificate of Certified ISO 22301 Foundation will be issued to participants who successfully passed the exam and comply with all the other requirements related to this credential.





# UNDERSTANDING & INTERPRETING ISO 9001

## (ISO 9001 MODULE 1)

### **TRAINING DESCRIPTION**

This two-day workshop will provide participants with the understanding and interpretation of the clauses of the new ISO 9001 standard and also will provide guidance for documentation, implementation and maintenance of the Quality Management system.

### **TRAINING OBJECTIVES**

- To provide a training programme which fulfills the training needs for individuals with a need to assist in the development of management system documentation for a quality management system intended to be in conformity with ISO 9001:2015
- To provide training in the principles of Management systems
  - To provide training in the principles, concepts and requirements of the ISO 9001:2015 series of the standard.
  - To provide training which fulfills the training needs for individuals and organizations wishing to understand how to process-map management system based on ISO 9001:2015 in a business-friendly, structured manner;
  - To ensure that individual questions receive the most thorough attention possible within the time constraints of the syllabus
  - To ensure that delegates receive an adequate understanding of the current version of ISO 9001:2015 Standard





# UNDERSTANDING & INTERPRETING ISO 9001

**(ISO 9001  
MODULE 1)**

## ***WHO SHOULD ATTEND?***

- Quality Assurance Managers
- Quality Assurance Professionals
- Project Managers
- Project Team Members
- Quality Auditors
- Anyone desiring in-depth understanding of the management system requirements





# DOCUMENTATION REQUIREMENTS FOR ISO 9001 & PROCESS MAPPING

**(ISO 9001 MODULE  
2)**

## ***TRAINING DESCRIPTION***

This one-day workshop will provide participants with the understanding of the general thinking behind the changes in documentation requirements of the 2015 version. The workshop will identify the documentation requirements and through exercises and case study ensures understanding and application of the requirements. Participants will be made aware of how to interpret, apply and verify the implementation of the documentation requirements.

The general approach as well as all the specific documentation requirements of the 9001:2015 version of the standard will be expounded. By the end of the course participants will be able to:

- Identify interpret and apply the documentation requirements of the current version of the standard.
- Understand the changes in the documentation requirements between the 2008 and the 2015 version of the standard.
- Be able to implement the documentation requirements of ISO 9001:2015 in their organization QMS.

Throughout the course participants will be given examples and problem solving demonstrations as well as the opportunity to apply the knowledge imparted and skills learned to practical, real life situations.



# DOCUMENTATION REQUIREMENTS FOR ISO 9001 & PROCESS MAPPING

**(ISO 9001  
MODULE 2)**



## ***TRAINING OBJECTIVES***

- To provide participants with the learning opportunity to increase their awareness and understanding of documentation requirements of the ISO 9001:2015 Standard.
- To develop the competence to implement the documentation requirements of ISO 9001:2015.

## ***WHO SHOULD ATTEND?***

- Quality Assurance Managers
- Quality Assurance Professionals
- Project Managers Project Team Members
- Quality Auditors
- Anyone desiring in-depth understanding of the management system documentation process



# INTERNAL AUDITING FOR ISO 9001:2015 (ISO 9001 MODULE 3)



## TRAINING DESCRIPTION

This two-day workshop will provide all the necessary information, skills and methods for auditing Quality Systems to the requirements of the ISO 9001:2015 Quality Management System Standard.

Participants will gain the knowledge and skills required to compare existing systems and documentation with ISO 9001:2015 requirements and to assist their company plan and perform the periodic audits required by the following standards:

- ISO 9001:2015 Quality Management System
- ISO 19011:2002 Guidelines for Quality and/or Environmental Management Systems auditing

## TRAINING OBJECTIVES

- To provide training in the principles, concepts and requirements of internal auditing of a Quality Management System
- To provide a training programme which fulfills the training needs for individuals requiring to perform internal audits on management systems in accordance with the requirements of ISO 19011:2002
- To expose participants to the current version of ISO 9001:2000 Standard
- To assist in the development and skills to initiate an audit process within their own work environment



# INTERNAL AUDITING FOR ISO 9001:2015 (ISO 9001 MODULE 3)



## *WHO SHOULD ATTEND?*

- Senior Management
- Implementation Coordinators
- Quality Assurance Managers,
- Quality Assurance Professionals,
- Project Managers Quality Auditors
- Project Team Members







# **CERTIFIED ISO 9001 – QUALITY MANAGEMENT SYSTEMS - LEAD AUDITOR**

## ***TRAINING DESCRIPTION***

This five-day intensive course enables participants to develop the necessary expertise to audit a Quality Management System (QMS) based on ISO 9001:2015 and ensure that the organization is competent in maintaining its quality management system. During this training, the participant will acquire the necessary knowledge and skills to proficiently plan and perform internal and external audits in compliance with ISO 19011; the certification process according to ISO 17021. Based on practical exercises, the participant will develop the skills (mastering audit techniques) and competencies (managing audit teams and audit programme, communicating with customers, conflict resolution) necessary to efficiently conduct an audit.

## ***TRAINING OBJECTIVES***

- To acquire the expertise to perform an ISO 9001 internal audit following ISO 19011 guidelines
- To acquire the expertise to perform an ISO 9001 certification audit following ISO 19011 guidelines and ISO 17021 specifications
  - To acquire the necessary expertise to manage a QMS audit team
  - To understand the operation of an ISO 9001 conformant Quality Management System
  - To understand the relationship between a Quality Management System and compliance with the requirements of different stakeholders of the organization
  - To improve the ability to analyze the internal and external environment of an organization, and audit decision-making in the context of a QMS





# **CERTIFIED ISO 9001 – QUALITY MANAGEMENT SYSTEMS - LEAD AUDITOR**

## ***WHO SHOULD ATTEND?***

- Internal auditors
- Auditors wanting to perform and lead Quality Management System (QMS) certification audits
- Project managers or consultants wanting to master the Quality Management Systems audit process
- Persons responsible for the Quality conformity in an organization
- Members of a Quality team
- Expert advisors in Quality Management Systems
- Technical experts wanting to prepare for a Quality audit function

## ***EXAM - DURATION: 3 HOURS***

## ***CERTIFICATION***

After successfully completing the exam, participants can apply for the credentials of Certified ISO 9001 Provisional Auditor, Certified ISO 9001 Auditor or Certified ISO 9001 Lead Auditor depending on their level of experience. Those credentials are available for internal and external auditors.

A certificate will be issued to participants who successfully passed the exam and comply with all the other requirements related to the selected credential.

**Prerequisite: Basic knowledge of ISO 9001 is recommended**





# **CERTIFIED ISO 9001 – QUALITY MANAGEMENT SYSTEMS - LEAD IMPLEMENTER**

## ***TRAINING DESCRIPTION***

This five-day intensive course enables participants to develop the necessary expertise to support an organization in implementing and managing a Quality Management System (QMS) based on ISO 9001:2015. Participants will also gain a thorough understanding of best practices used to implement quality processes based on requirements from ISO 9001. This training is consistent with the project management practices established in ISO 10006 (Quality Management Systems - Guidelines for Quality Management in Projects). This training is fully compatible with ISO 9004 guidance's (Managing for the sustained success of an organization - A quality management approach).

## ***TRAINING OBJECTIVES***

- To understand the implementation of a Quality Management System in accordance with ISO 9001
- To gain a comprehensive understanding of the concepts, approaches, standards, methods and techniques required for the effective management of a Quality Management System
- To understand the relationship between the components of a Quality Management System and the compliance with the requirements of different stakeholders of an organization
- To acquire necessary expertise to support an organization in implementing, managing and maintaining a QMS as specified in ISO 9001 and ISO 9004
- To acquire necessary expertise to manage a team implementing ISO 9001





# **CERTIFIED ISO 9001 – QUALITY MANAGEMENT SYSTEMS - LEAD IMPLEMENTER**

- To develop knowledge and skills required to advise organizations on best practices in the management of quality
- To improve the capacity for analysis and decision making in the context of quality management
- To prepare an organization for an ISO 9001 audit

## ***WHO SHOULD ATTEND?***

- Project managers or consultants wanting to prepare and to support an organization in the implementation of a (QMS)
- Quality executives
- ISO 9001 auditors who wish to fully understand the Quality Management System implementation process
  - Persons responsible for the Quality or conformity in an organization
  - Members of a quality team
  - Expert advisors in Quality Management Systems
  - Technical experts wanting to prepare for an quality function or for a QMS project management function



***EXAM - DURATION: 3 HOURS***



# **CERTIFIED ISO 9001 – QUALITY MANAGEMENT SYSTEMS - LEAD IMPLEMENTER**

## ***CERTIFICATION***

After successfully completing the exam, participants can apply for the credentials of Certified ISO 9001 Provisional Auditor, Certified ISO 9001 Auditor or Certified ISO 9001 Lead Auditor depending on their level of experience. Those credentials are available for internal and external auditors.

A certificate will be issued to participants who successfully passed the exam and comply with all the other requirements related to the selected credential.

**Prerequisite: ISO 9001 Certification is recommended**



# FOOD SAFETY





# ELEMENTS OF FOOD SAFETY

## *TRAINING DESCRIPTION*

This is a very basic snap shot course which encapsulates a few Food Safety concepts that is required in the management of any Food Safety System. It provides a brief overview of the requirements for the FDA FSMA Food Safety Modernization Act, types of Hazards, Sanitation & Pest Control, Good manufacturing and personal hygiene practices, required for the maintenance of hygienic production, processing and or handling environment of safe foods.

## *TRAINING OBJECTIVES*

- To provide an overview of the FDA FSMA Food Safety Modernization Act
- Identify the types of Hazards within a Food Safety
- To provide an overview of Sanitation & Pest Control
- To provide basic outline of the Good manufacturing and personal hygiene practices

## *WHO SHOULD ATTEND?*

- Sanitation specialists
- Line staff





# GOOD MANUFACTURING PRACTICES

## TRAINING DESCRIPTION

Good Manufacturing Practices (GMPs) forms the basis of any effective Food Safety Management System (FSMS). GMPs are also called Pre-requisite Programmes (PRPs). This awareness session provides information on the management of the basic conditions and activities necessary to ensure the hygienic production, processing and or handling of safe foods.

## TRAINING OBJECTIVES

- To explain the concept of Good Manufacturing Practices (GMPs) which form the foundation of any Food Safety Management System.
- To provide practical guidance as to how these can be applied in a food processing facility
- To provide general overview of sanitation requirements

## WHO SHOULD ATTEND?

- Executives and Senior Managers
- HACCP Coordinators
- Sanitation Specialists
- Line Staff

**QUIZ - DURATION: 1 HOUR**







# **HAZARD ANALYSIS CRITICAL CONTROL POINTS (HACCP) MANAGEMENT PROGRAMME (INCLUSIVE OF HACCP & HACCP INTERNAL AUDIT)**

## ***TRAINING DESCRIPTION***

The HACCP method underlies all food safety programmes, including Global Food Safety Initiative (GFSI) schemes, and is a preventive approach to food safety. Prerequisite programmes and your HACCP plan are components of a Preventive Control Plan (PCP).

## ***TRAINING OBJECTIVES***

- To understand the relationship between a Food Safety Management System (FSMS), including risk management, controls and compliance with the requirements of different stakeholders of the organization
- To know the concepts, approaches, standards, methods and techniques allowing to effectively manage a FSMS
- To understand the relationship between a FSMS, including risk management, controls and compliance with the requirements of different stakeholders of the organization

## ***WHO SHOULD ATTEND?***

- Food Safety & Quality Personnel
- Global Food Safety Personnel
- HACCP Personnel
  
- Ingredient Suppliers





# **HAZARD ANALYSIS CRITICAL CONTROL POINTS (HACCP) MANAGEMENT PROGRAMME (INCLUSIVE OF HACCP & HACCP INTERNAL AUDIT)**

- Laboratory Personnel
- Operations/Maintenance/Sanitation Personnel
- Owners/Operators of Food Businesses
- Plant Managers/Supervisors
- Product Development Personnel
- Production Managers/Supervisors
- Quality Assurance/Quality Control Personnel
- Quality Auditors
- Research & Development Personnel

**QUIZ - DURATION: 1 HOUR**





# FOOD SAFETY FOR FOOD SERVICE INDUSTRY

## **TRAINING DESCRIPTION**

This two-day workshop will provide the participants with an understanding of HACCP system and the general auditing requirements and process. This course will add value to your organization by ensuring that the critical control points are identified and adequately audited in accordance with the stated standards ISO 19011:2002 and the system approach.

## **TRAINING OBJECTIVES**

- To provide a training programme which fulfills the training needs for individuals required to assist in the development and maintenance of a robust Food Safe Hazard Analysis Critical Control (HACCP) System which is in accordance to the 7 prerequisite steps.
- To provide training in the principles, concepts and requirements of auditing of a Management System.
- To provide a training programme which fulfills the training needs for individuals requiring to perform internal audits on management systems in accordance with the requirements of ISO 19011:2002.

## **WHO SHOULD ATTEND?**

- Executives and Senior Managers
- HACCP coordinators
- Members of the Audit Team
- Sanitation specialists
- Line staff





# **CERTIFIED ISO 22000 - FOOD SAFETY MANAGEMENT SYSTEMS – FOUNDATION**

## **TRAINING DESCRIPTION**

This course enables participants to learn about the best practices for implementing and managing a Food Safety Management System (FSMS) as specified in ISO 22000:2005, as well as the best practices for implementing the food safety controls of the eleven domains of ISO 27002. This training also helps to understand how ISO 22000 is related with ISO/TS 22004:2005 (Food Safety Management Systems - Guidance on the application of ISO 22000:2005) and ISO/TS 22002-1:2009 (Prerequisite programmes on food safety - Part 1: Food manufacturing)

## **TRAINING OBJECTIVES**

- To understand the implementation of a Food Safety Management System in accordance with ISO 22000
- To understand the relationship between a Food Safety Management System, including risk management, controls and compliance with the requirements of different stakeholders of the organization
- To know the concepts, approaches, standards, methods and techniques allowing to effectively manage a Food Safety Management System
- To acquire the necessary expertise to contribute in implementing a Food Safety Management System (FSMS) as specified in ISO 22000





## **WHO SHOULD ATTEND?**

- Members of a food safety team
- Professionals wanting to gain a comprehensive knowledge of the main processes of a Food Safety Management System (FSMS)
- Staff involved in the implementation of the ISO 22000 standard
- Technicians involved in operations related to a FSMS
- Auditors

## **EXAM: DURATION: 1 HOUR**

## **CERTIFICATION**

A certificate of Certified ISO 22000 Foundation will be issued to participants who successfully pass the exam and comply with all the other requirements related to this credential





# **CERTIFIED ISO 22000 - FOOD SAFETY MANAGEMENT SYSTEMS -LEAD AUDITOR**

## ***TRAINING DESCRIPTION***

This five-day intensive course enables participants to develop the necessary expertise to audit a Food Safety Management System (FSMS) and to manage a team of auditors by applying widely recognized audit principles, procedures and techniques. During this training, the participant will acquire the necessary knowledge and skills to proficiently plan and perform internal and external audits in compliance with the certification process of the ISO 19011 and ISO 17021 standards. Based on practical exercises, the participant will develop the necessary skills (mastering audit techniques) and competencies (managing audit teams and audit programme, communicating with customers, conflict resolution, etc.) to efficiently conduct an audit.

## ***TRAINING OBJECTIVES***

- To acquire the expertise to perform an ISO 22000 internal audit following ISO 19011 guidelines
- To acquire the expertise to perform an ISO 22000 certification audit following ISO 19011 guidelines and ISO 17021 specifications
- To acquire the necessary expertise to manage a FSMS audit team
- To understand the operation of a complying ISO 22000 Food Safety Management System
- To understand the relationship between a Food Safety Management System, including controls and compliance with the requirements of different organization's stakeholders





# **CERTIFIED ISO 22000 - FOOD SAFETY MANAGEMENT SYSTEMS -LEAD AUDITOR**

- To improve the ability to analyze the internal and external environment of an organization, risk assessment and audit decision-making in the context of a FSMS

## ***WHO SHOULD ATTEND?***

- Internal / External Auditors
- Project managers or consultants wanting to master the Food Safety Management System audit process
- Persons responsible for the Food safety conformity in an organization
- Members of a food safety team
- Expert advisors in food safety
- Experts wanting to prepare for a Food safety audit function

**EXAM: DURATION: 3 HOURS**

## ***CERTIFICATION***

After successfully completing the exam, participants can apply for the credentials of Certified ISO 22000 Provisional Auditor, Certified ISO 22000 Auditor or Certified ISO 22000 Lead Auditor depending on their experience level. Those credentials are available for internal and external auditors

**Prerequisite - ISO 22000 Foundation Certification or a basic knowledge of ISO 22000 and/or ISO 9001 & HACCP is recommended**





# **CERTIFIED ISO 22000 - FOOD SAFETY MANAGEMENT SYSTEMS - LEAD IMPLEMENTER**

## **TRAINING DESCRIPTION**

This five-day intensive course enables participants to develop the necessary expertise to audit a Food Safety Management System (FSMS) and to manage a team of auditors by applying widely recognized audit principles, procedures and techniques. During this training, the participant will acquire the necessary knowledge and skills to proficiently plan and perform internal and external audits in compliance with the certification process of the ISO 19011 and ISO 17021 standards. Based on practical exercises, the participant will develop the necessary skills (mastering audit techniques) and competencies (managing audit teams and audit programme, communicating with customers, conflict resolution, etc.) to efficiently conduct an audit.

## **TRAINING OBJECTIVES**

- To understand the implementation of a Food Safety Management System in accordance with ISO 22000
- To gain a comprehensive understanding of the concepts, approaches, standards, methods and techniques required for the effective management of a Food Safety Management System
- To understand the relationship between the components of a Food Safety Management System and its compliance with the requirements of different organization's stakeholders
- To acquire the necessary expertise to support an organization in implementing, managing and maintaining a FSMS as specified in ISO 22000







# **CERTIFIED ISO 22000 - FOOD SAFETY MANAGEMENT SYSTEMS - LEAD IMPLEMENTER**

- To master the knowledge of Good Practice guides for: Manufacturing (GMP), Production (GPP), Hygiene (GHP), Agriculture (GAP), Veterinary (GVP), Distribution (GDP) and Trading (GTP)
- To master the principles of HACCP as defined by the Codex Alimentarius.
- To acquire the necessary expertise to manage a team implementing ISO22000
- To develop the required knowledge and skills to advise organizations on best practices in the management of food safety
- To improve the capacity for analysis and decision making in the context of food safety management

## ***WHO SHOULD ATTEND?***

- Project managers or consultants wanting to prepare and to support an organization in the implementation of a Food Safety Management System (FSMS)
- ISO 22000 auditors who wish to fully understand the Food Safety Management System implementation process
- Persons responsible for the food safety conformity in an organization
- Members of a food safety team





# **CERTIFIED ISO 22000 - FOOD SAFETY MANAGEMENT SYSTEMS - LEAD IMPLEMENTER**

- Expert advisors in food safety
- Technical experts wanting to prepare for a food safety function or for a FSMS project management function

**EXAM - DURATION: 3 HOURS**

## ***CERTIFICATION***

Certificates will be issued to participants who successfully pass the exam and comply with all the other requirements related to the selected credential

**Prerequisite - ISO 22000 Foundation Certification or a basic knowledge of ISO 22000 and/or ISO 9001 & HACCP is recommended**







## **AUDIT PLANNING & REPORT WRITING**

### **TRAINING DESCRIPTION**

This two-day workshop will provide all the necessary information, skills and methods for planning and conducting an audit, the drafting of report and follow-up actions required.

Participants will gain the knowledge and skills required to:

- Compare existing systems and documentation with 19011:2011 requirements.
- Develop an audit plan and the process of linking the various processes in accordance with the applicable standards.
- Outline the elements which are essential in developing a comprehensive audit report
- Describe the follow-up action required after an audit is conducted.

### **TRAINING OBJECTIVES**

To provide a training programme which fulfills the training needs for individuals

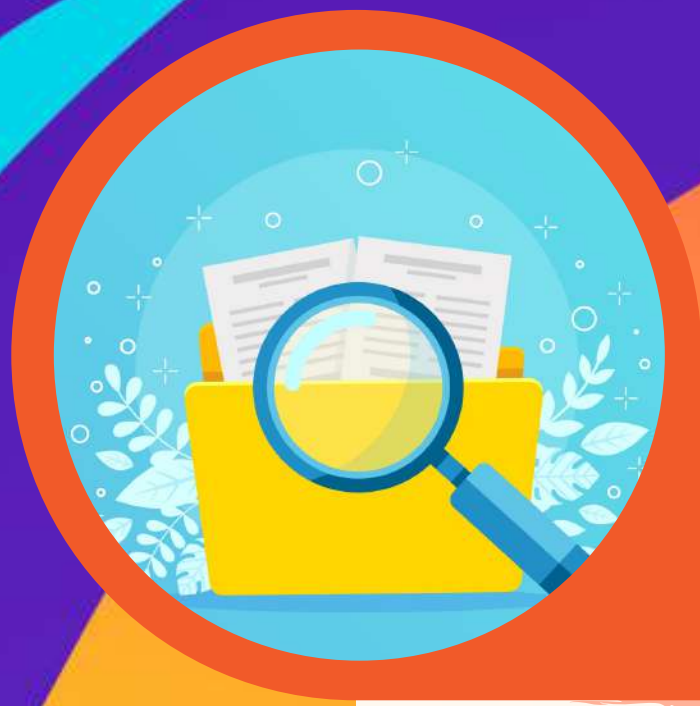
To perform Audits on Management Systems in accordance with the requirements of ISO 19011:2011;

To provide training in the principles, concepts and requirements of auditing of a Management System and report writing written to be in conformity with the required Standard;

To ensure that individual questions receive the most thorough attention possible within the time constraints of the syllabus;

.

To ensure that delegates will be competent to initiate an audit process within their own work environment.



## **AUDIT PLANNING & REPORT WRITING**

### **WHO SHOULD ATTEND?**

- Quality Auditors
- Management representatives
- Implementation Coordinators
- Project Managers/ Consultants
- Quality Assurance Managers
- Quality Assurance Professionals
- Project Team Members
- Anyone desiring in-depth understanding of the management system requirements



## ***SUPPLY CHAIN SECURITY & TRACEABILITY***

### **TRAINING DESCRIPTION**

The course will address the implementation of Traceability systems within the food chain: specifically as it relates to identification of the possible hazards (risks) associated with the supplier side, internal controls and distribution and transportation.

### **TRAINING OBJECTIVES**

- Review and interpretation of applicable section within the FDA's Food Safety Modernization Act (FSMA) relating to traceability requirements
- Supply Chain Security
- Identification of hazards along the food chain supply
- Documentation requirements
- Implementation of an effective recall system
- Monitoring and control plan for reviewing effectiveness of traceability procedures
- Documentation of corrective action plans to address traceable non-conformities

### **WHO SHOULD ATTEND?**

- Food Exporters
- Safety/ Quality Assurance Managers
- Quality Assurance Professionals
- Project Managers



## ***SUPPLY CHAIN SECURITY & TRACEABILITY***

- Project Team Members
- Quality Auditors
- Anyone desiring in- depth understanding of the management system requirements



## **ROOT CAUSE ANALYSIS**

### **TRAINING DESCRIPTION**

This two-day seminar provides an introduction to process improvement tools which are used to identify non-conformities, conducting root cause analysis and determining required corrective actions. This course will provide participants with a qualitative methodology for the application root cause analysis tools from both a corrective and preventive perspective. Learner value is increased by completion of exercises that are applicable to any type of organization.

### **TRAINING OBJECTIVES**

- Understand the types of root cause analysis tools and their application
- Understand how to document non-conformities based on systems identification
- Understanding how to determine suitable corrective actions after performance of effective root cause analysis
- Understand how to use risk analysis tools to determine and prioritize the organization's objectives

### **WHO SHOULD ATTEND?**

- Executives and Senior Managers
- Quality Managers
- Management Representatives
- Quality professionals
- Internal and External Auditors





# **INTEGRATED INTERNAL AUDITING FOR ALL MANAGEMENT SYSTEMS**

## **TRAINING DESCRIPTION**

This two-day course consists of a presentation, Accelerated Learning (AL) techniques and a short exercise.

## **TRAINING OBJECTIVES**

After the completion of the course participants should be able to:

### **Knowledge:**

- Understand and apply General Internal Audit Principles and Practices
- Implement an Internal Audit Programme needed to maintain a Management System

### **Skills:**

- Develop an audit plan/programme for a management system audit
- Apply good auditing techniques in deriving audit evidence
- Properly document audit findings
- Identify and document non-conformance

## **WHO SHOULD ATTEND?**

- Quality Managers
- Management Representatives
- Quality professionals
- Internal and External Auditors



## ***DANGEROUS GOODS***

### **TRAINING DESCRIPTION**

This course provides participants with the necessary information relevant to the safe handling, processing, movement and transportation of dangerous goods and hazardous materials. This is in accordance with International rules and regulations and the requirements of the National Standards Jamaica.

### **TRAINING OBJECTIVES**

After completing this course participants will be able to:

- Manage the handling of dangerous goods.
- Organize safe stowage and storage of dangerous goods.
- Transport dangerous goods/substance safety in accordance with international regulations and laws.
- Apply international regulations to ensure the safety of personnel in industrial areas and the protection of the environment.
- Conduct local safety procedures and control of dangerous goods in laboratories and industrial areas, ports and terminals.
- Understand the roles and functions of the various response agencies and authorities during an emergency.

### **WHO SHOULD ATTEND?**

- Persons involved in the manufacturing of chemicals and paints
- Persons involved in handling and transporting dangerous goods.



## ***DANGEROUS GOODS***

- Cargo and freight handlers, port & terminal operators involved in storage, packing and unpacking of dangerous goods.
- Exporters and Importers of dangerous goods
- Drug and Pharmaceuticals personnel
- Insurance Companies
- Laboratory personnel
- Personnel from relevant government agencies involved in response
- Public health and safety professionals



# **INTRODUCTION TO PROJECT MANAGEMENT**

## **TRAINING DESCRIPTION**

The course will provide participants with an appreciation of project management concepts as outlined in the Project Management Institute (PMI), Project Management Body of Knowledge (PMBOK) and in accordance with the ISO 21500 standard for Project Management.

## **TRAINING OBJECTIVES**

At the end of this course participants should be able to:

- Define a project and describe its key attributes;
- Understand the origins of projects;
- Differentiate between projects and operations;
- Differentiate between a project and a programme;
- Distinguish between projects and products;
- Define project management and discuss its benefit;
- Discuss the importance of project planning for project success;
- Describe the project management knowledge areas and process groups;
- Define project scope
- Describe the concept of a Work Breakdown Structure (WBS)
- Describe some of the tools that a project manager can employ to plan and monitor projects.



# ***INTRODUCTION TO PROJECT MANAGEMENT***

## **WHO SHOULD ATTEND?**

- Anyone who has an interest in project management,
- Persons working on projects as team members
- Persons who have the responsibility for managing or reporting on projects.



## ***LEVEL 1 PROJECT MANAGEMENT***

### **TRAINING DESCRIPTION**

The course will look at the different projects and knowledge areas within the project management discipline. Developing a project scope statement and a high level work breakdown structure (WBS). Identifying risks and determining project quality. Working with selected tools and templates to create a WBS.

### **TRAINING OBJECTIVES**

At the end of this course participants should be able to:

- Describe the project management knowledge areas and process groups
- Understand the linkages between the knowledge areas
- Define project scope
- Describe the concept of a Work Breakdown Structure (WBS)
- Describe some of the tools that a project manager can employ to plan and monitor projects.
- Identify Risks and appropriate treatments
- Understand appropriate project quality

### **WHO SHOULD ATTEND?**

- Anyone who has an interest in project management,
- Persons working on projects as team members
- Persons who have the responsibility for managing or reporting on projects.



# CALIBRATION FOR THE FOOD SERVICE INDUSTRY

## TRAINING DESCRIPTION

This two-day seminar is for individuals to understand the requirements for calibration certificates that conform to ISO/IEC 17025 general requirements for the competence of testing and calibration laboratories.

## TRAINING OBJECTIVES

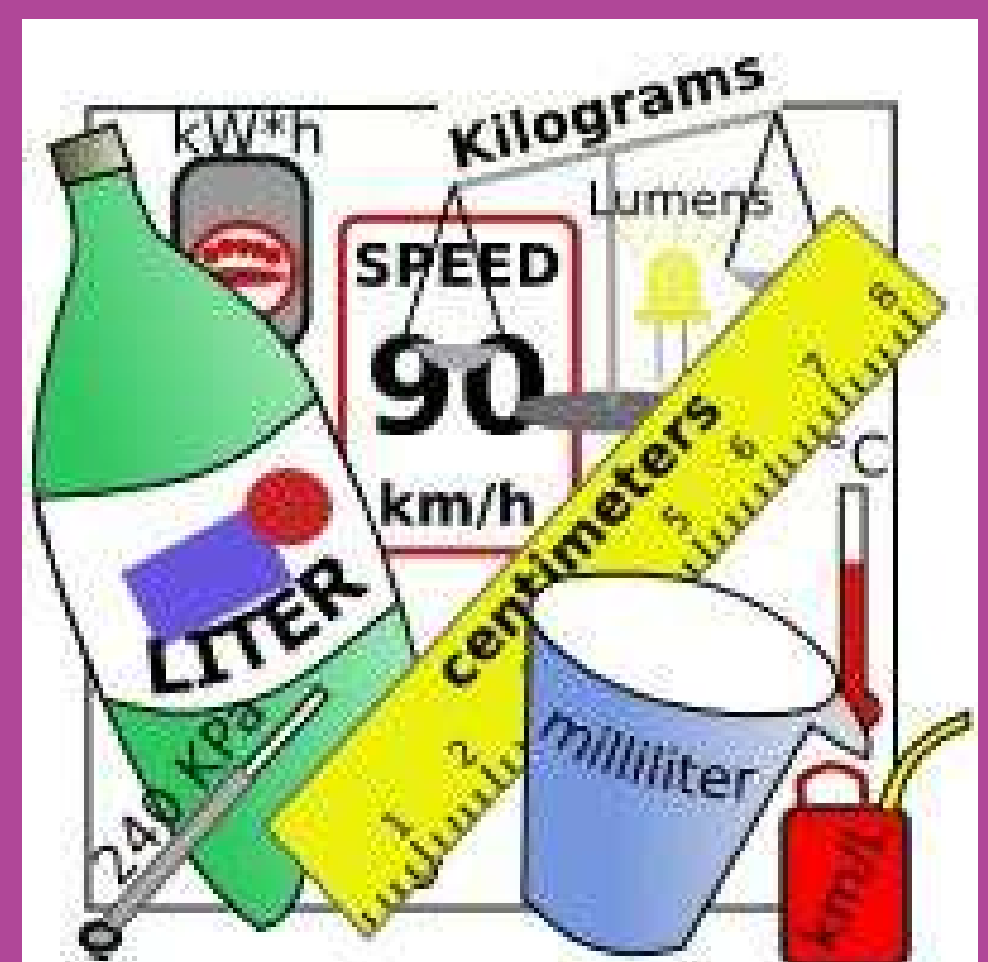
To provide learning opportunities for participants to:

- Understand the requirements of applicable regulations and standards and their implications for measurement calibration.
- Become familiar with terminology in measurements and calibration and their relation to process management.
- Identify and specify the company's measurement and calibration requirements
- Develop an in-house cost-effective calibration programme

## BENEFITS

Upon completion of this course, participants are able to:

- appreciate the importance and role of measurements and calibration to quality and safety of products (e.g. foods);
- Identify and specify the company's measurement and calibration requirements
- Establish and implement an appropriate cost-effective calibration programme to meet process and management system requirements and maximizes return on the company's investment.

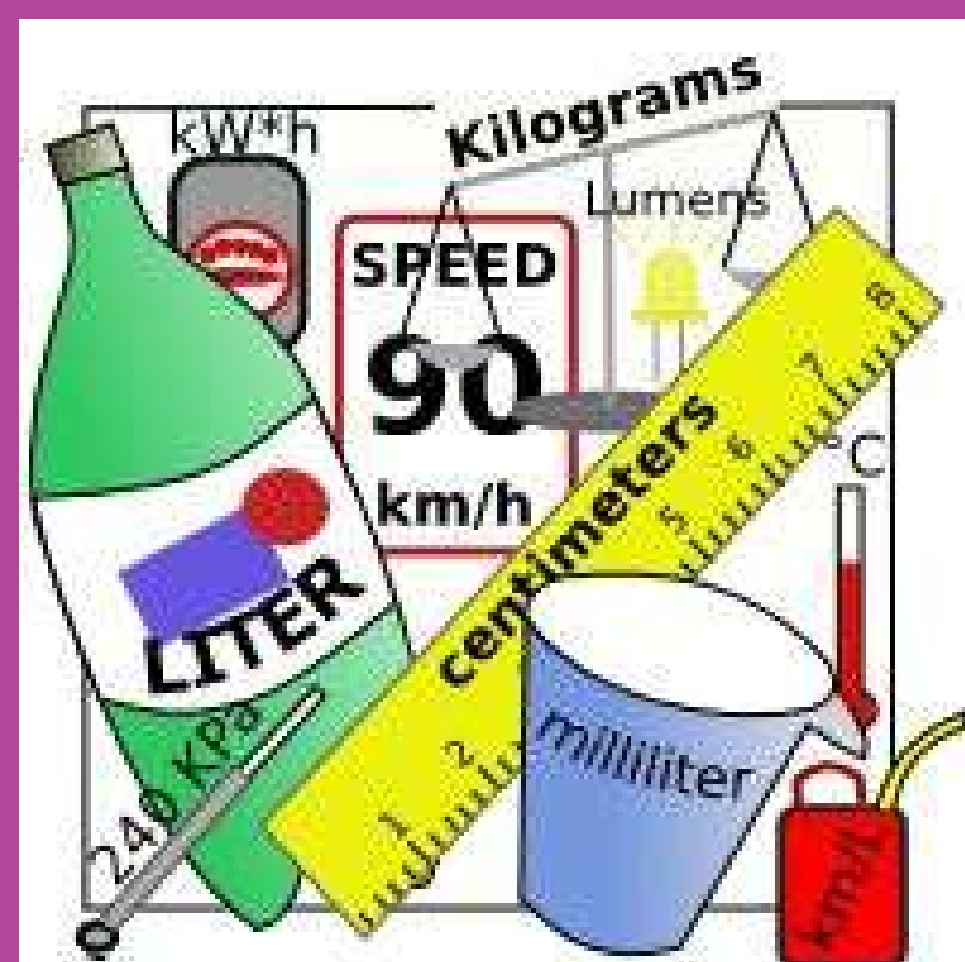




# CALIBRATION FOR THE FOOD SERVICE INDUSTRY

## WHO SHOULD ATTEND?

- Personnel from the process foods industry
- Personnel from industries utilizing measurements to monitor process and product quality
- Personnel in charge of handling the control of measuring, inspection and test equipment
- Quality Managers, Quality control personnel
- Process supervisors / managers
- Engineers and technicians



# MEASUREMENT UNCERTAINTY MADE SIMPLE

## TRAINING DESCRIPTION

This course seeks to introduce participants to the requirements of ISO 17025 for Measurement Uncertainty, and how to implement strategies to satisfy the requirement. This course will also seek to incorporate practical examples relevant to various testing laboratories.

## TRAINING OBJECTIVES

- At the end of this course participants should be able to:
- Understand the requirements of the ISO 17025 relating to Measurement Uncertainty.
- Define Measurement Uncertainty
- Define relevant terms associated with Measurement Uncertainty
- Differentiate between the Top-Down and Bottom Up Methods
- Understand the differences between Intra-laboratory Studies, Inter-laboratory Studies and Proficiency Testing
- Identify Sources of Uncertainty
- Calculate the Uncertainty of applicable measurements
- Express/Present Measurement Uncertainty

## WHO SHOULD ATTEND?

Upon completion of this course, participants are able to:

- Laboratory Analysts
- Auditors
- Consultants
- Persons implementing ISO 17025





# **CERTIFIED ISO 14001 – ENVIRONMENTAL MANAGEMENT SYSTEMS - FOUNDATION**



## **TRAINING DESCRIPTION**

This course enables the participants to learn about the best practices for implementing and managing an Environmental Management System (EMS) as specified in ISO 14001:2015. This training also helps to understand how ISO 14001 is linked with other management systems. The participant will learn the different components of an EMS, including the EMS policy, procedures, measuring performance, management's commitment, internal audit, management review and continual improvement.

## **TRAINING OBJECTIVES**

- To understand the implementation of an Environmental Management System in accordance with ISO 14001
- To understand the relationship between an Environmental Management System with the requirements of different stakeholders of the organization
- To know the concepts, approaches, standards, methods and techniques allowing to effectively manage an Environmental Management System
- To acquire the necessary knowledge to contribute in implementing an Environmental Management System (EMS) as specified in ISO 14001

# CERTIFIED ISO 14001 – ENVIRONMENTAL MANAGEMENT SYSTEMS - FOUNDATION



## WHO SHOULD ATTEND?

- Members of an Environmental team
- Professionals wanting to gain a comprehensive knowledge of the main processes of an Environmental Management System (EMS)
- Staff involved in the implementation of the ISO 14001 standard
- Staff involved in operations related to an EMS
- Auditors

## EXAM - DURATION: 3 HOURS

### CERTIFICATION

After successfully completing the exam, participants can apply for the credentials of Certified ISO 9001 Provisional Auditor, Certified ISO 9001 Auditor or Certified ISO 9001 Lead Auditor depending on their level of experience. Those credentials are available for internal and external auditors.

A certificate will be issued to participants who successfully passed the exam and comply with all the other requirements related to the selected credential.

# CERTIFIED ISO 14001 – ENVIRONMENTAL MANAGEMENT SYSTEMS – LEAD AUDITOR



## TRAINING DESCRIPTION

This five-day intensive course enables participants to develop the necessary expertise to audit an Environmental Management System (EMS) as specified in ISO 14001:2015 and to manage a team of auditors by applying widely recognized audit principles, procedures and techniques. During this training, the participant will acquire the necessary knowledge and skills to proficiently plan and perform internal and external audits in compliance with the certification process of the ISO 19011 and ISO 17021 standards. Based on practical exercises, the participant will develop the skills (mastering audit techniques) and competencies (managing audit teams and audit programme, communicating with customers, conflict resolution, etc.) necessary to efficiently conduct an audit.

## TRAINING OBJECTIVES

- To acquire the expertise to perform an ISO 14001 internal audit following ISO 19011 guidelines
- To acquire the expertise to perform an ISO 14001 certification audit following ISO 19011 to guidelines and ISO 17021 specifications
- To acquire necessary expertise to manage an EMS audit team
- To understanding the operation of an ISO 14001 conformant Environmental Management System

# CERTIFIED ISO 14001 – ENVIRONMENTAL MANAGEMENT SYSTEMS – LEAD AUDITOR



## TRAINING OBJECTIVES

- To understand the relationship between an Environmental Management System controls and compliance with the requirements of different stakeholders of the organization
- To improve the ability to analyze the internal and external Environmental of an organization and audit decision-making in the context of an EMS

## WHO SHOULD ATTEND?

- Internal auditors
- Auditors wanting to perform and lead Environmental Management System (EMS) certification audits
- Project managers or consultants wanting to master the Environmental Management System audit process
- Persons responsible for the Environmental conformity in an organization
- Members of an Environmental team
- Expert advisors in Environmental Management
- Experts wanting to prepare for an Environmental audit function

# **CERTIFIED ISO 14001 – ENVIRONMENTAL MANAGEMENT SYSTEMS – LEAD AUDITOR**



**EXAM - DURATION: 3 HOURS**

## **CERTIFICATION**

After successfully completing the exam, participants can apply for the credentials of Certified ISO 14001 Provisional Auditor, Certified ISO 14001 Auditor or Certified ISO 14001 Lead Auditor depending on their level of experience. Those credentials are available for internal and external auditors. A certificate will be issued to participants who successfully passed the exam and comply with all the other requirements related to the selected credential.

**PREREQUISITE - ISO 14001 FOUNDATION CERTIFICATION OR A BASIC KNOWLEDGE OF ISO 14001 IS RECOMMENDED**



# CERTIFIED ISO 14001 – ENVIRONMENTAL MANAGEMENT SYSTEMS – LEAD IMPLEMENTER



## TRAINING DESCRIPTION

This five-day intensive course enables participants to develop the necessary expertise to audit an Environmental Management System (EMS) as specified in ISO 14001:2015 and to manage a team of auditors by applying widely recognized audit principles, procedures and techniques. During this training, the participant will acquire the necessary knowledge and skills to proficiently plan and perform internal and external audits in compliance with the certification process of the ISO 19011 and ISO 17021 standards. Based on practical exercises, the participant will develop the skills (mastering audit techniques) and competencies (managing audit teams and audit programme, communicating with customers, conflict resolution, etc.) necessary to efficiently conduct an audit.

## TRAINING OBJECTIVES

- To understand the implementation of an Environmental Management System in accordance with ISO 14001
- To gain a comprehensive understanding of the concepts, approaches, standards, methods and techniques required for the effective management of an Environmental Management System based on ISO 14001
- To understand the relationship between the components of an Environmental Management System and compliance with the requirements of different stakeholders of the organization

# CERTIFIED ISO 14001 – ENVIRONMENTAL MANAGEMENT SYSTEMS – LEAD IMPLEMENTER



## TRAINING OBJECTIVES

- To acquire the necessary expertise to support an organization in implementing, managing and maintaining an EMS as specified in ISO14001
- To acquire the necessary expertise to manage a team implementing ISO14001
- To develop the knowledge and skills required to advise organizations on best practices in the environmental management
- To improve the capacity for analysis and decision making in the context of environmental management

## WHO SHOULD ATTEND?

- Project managers or consultants wanting to prepare and to support an organization in the implementation of an Environmental Management System (EMS)
- ISO 14001 auditors who wish to fully understand the Environmental Management System implementation process
- Persons responsible for the Environmental conformity in an organization
- Members of an Environmental team
- Environmental expert advisors

# **CERTIFIED ISO 14001 – ENVIRONMENTAL MANAGEMENT SYSTEMS – LEAD IMPLEMENTER**



## **WHO SHOULD ATTEND?**

- Technical experts wanting to prepare for an environmental function or for an EMS project management function

## **EXAM - DURATION: 3 HOURS**

## **CERTIFICATION**

After successfully completing the exam, participants can apply for the credentials of Certified ISO 14001 Provisional Auditor, Certified ISO 14001 Auditor or Certified ISO 14001 Lead Auditor depending on their level of experience.

Those credentials are available for internal and external auditors. A certificate will be issued to participants who successfully passed the exam and comply with all the other requirements related to the selected credential.

**PREREQUISITE - ISO 14001 FOUNDATION CERTIFICATION OR A BASIC  
KNOWLEDGE OF ISO 14001 IS RECOMMENDED**

# CERTIFIED FOUNDATION FOR ISO 45001: OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM



## TRAINING DESCRIPTION

ISO 45001 is the first global Occupational Health and Safety Management System standard that replaces OHSAS 45001. The ISO 45001 Foundation training enables you to learn the basic elements to implement and manage an Occupational Health and Safety Management System (OH&S MS) as specified in ISO 45001. During this training course, you will be able to understand the different modules of an OH&S MS, including the OH&S MS policy, procedures, performance measurements, management commitment, internal audit, management review, and continual improvement.

## TRAINING OBJECTIVES

- Understand the elements and operations of an Occupational Health and Safety Management System and its principal processes
- Acknowledge the correlation between ISO 45001 and other standards and regulatory frameworks
- Understand the approaches, methods, and techniques used for the implementation and management of an OH&S MS

# CERTIFIED ISO 45001 – OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM - FOUNDATION



## WHO SHOULD ATTEND?

- Individuals involved in and concerned with Occupational Health and Safety Management
- Individuals seeking to gain knowledge about the main processes of Occupational Health and Safety Management Systems (OH&S MS)
- Individuals interested to pursue a career in Occupational Health and Safety Management

## EXAM - DURATION: 1 HOUR

### CERTIFICATION

A certificate will be issued to participants who successfully passed the exam and comply with all the other requirements related to the selected credential.

# CERTIFIED ISO 45001 – OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM – LEAD AUDITOR



## TRAINING DESCRIPTION

This five-day intensive course enables participants to develop the necessary expertise to audit an Occupational Health and Safety Management System (OHSMS) and to manage a team of auditors by applying widely recognized audit principles, procedures and techniques. During this training, the participant will acquire needed knowledge and skills to proficiently plan and perform internal and external audits in compliance with the certification process of the OHSAS 45001 standard. Based on practical exercises, the participant will develop the skills (mastering audit techniques) and competencies (managing audit teams and audit programme, communicating with customers, conflict resolution, etc.) necessary to efficiently conduct an audit.

## TRAINING OBJECTIVES

- To acquire the expertise to perform an OHSAS 45001 internal audit following ISO 19011 guidelines
- To acquire the expertise to perform an OHSAS 45001 certification audit following ISO 19011 guidelines and the specifications of ISO 17021
- To acquire the expertise necessary to manage an OHSMS audit team
- To understand the operation of an OHSAS 45001 conformant Occupational Health and Safety Management System

# CERTIFIED ISO 45001 – OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM – LEAD AUDITOR



## TRAINING OBJECTIVES

- To understand the relationship between an Occupational Health and Safety Management System, including hazard assessment & management, controls and compliance with the requirements of different stakeholders of the organization
- To improve the ability to analyze the internal and external environment of an organization, hazard assessment and audit decision-making in the context of an OHSMS

## WHO SHOULD ATTEND?

- Internal auditors
- Auditors wanting to perform and lead Occupational Health and Safety Management System (OHSMS) certification audits
- Project managers or consultants wanting to master the Occupational Health and Safety Management System audit process
- Persons responsible for the Occupational Health and Safety or conformity in an organization
- Members of an occupational Health and Safety team
- Expert advisors in Health & Safety
- Experts wanting to prepare for an Occupational Health and Safety audit function

# CERTIFIED ISO 45001 – OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM – LEAD AUDITOR



## EXAM - DURATION: 3 HOURS

### CERTIFICATION

After successfully completing the exam, participants can apply for the credentials of Certified OHSAS 45001 Provisional Auditor, Certified OHSAS 45001 Auditor or Certified OHSAS 45001 Lead Auditor depending on their level of experience. Those credentials are available for internal and external auditors

A certificate will be issued to participants who successfully passed the exam and comply with all the other requirements related to the selected credential.



# CERTIFIED ISO 45001 – OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM – LEAD IMPLEMENTER



## TRAINING DESCRIPTION

This five-day intensive course enables participants to develop the necessary expertise to support an organization in implementing and managing an Occupational Health and Safety Management System (OHSMS) as specified in OHSAS 45001. The participant will learn the different core subjects and issues: OHSMS policy, hazard management, measuring performance, management's commitment, internal audit, management review and continual improvement.

## TRAINING OBJECTIVES

- To understand the implementation of an Occupational Health and Safety Management System in accordance with OHSAS 45001
- To gain a comprehensive understanding of the concepts, approaches, standards, methods and techniques required for the effective management of an Occupational Health and Safety Management System
- To understand the relationship between the components of an Occupational Health and Safety Management System, including hazard assessment & management, controls and compliance with the requirements of different stakeholders of the organization
- To acquire the necessary expertise to support an organization in implementing, managing and maintaining an OHSMS as specified in OHSAS 45001

# CERTIFIED ISO 45001 – OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM – LEAD IMPLEMENTER



## COURSE OBJECTIVES

- To acquire the necessary expertise to manage a team implementing OHSAS 45001
- To develop the knowledge and skills required to advise organizations on best practices in the management of occupational health and safety
- To improve the capacity for analysis and decision making in the context of occupational Health and Safety management

## WHO SHOULD ATTEND?

- Project managers or consultants wanting to prepare and to support an organization in the implementation of an Occupational Health and Safety Management System (OHSMS)
- OHSAS 45001 auditors who wish to fully understand the Occupational Health and Safety Management System implementation process
- Persons responsible for the occupational Health and Safety or conformity in an organization
- Members of an occupational Health and Safety team
- Expert advisors in Health and Safety
- Experts wanting to prepare for an occupational Health and Safety function or for an OHSMS project management function

# CERTIFIED ISO 45001 – OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM – LEAD IMPLEMENTER



## EXAM - DURATION: 3 HOURS

### CERTIFICATION

After successfully completing the exam, participants can apply for the credentials of Certified OHSAS 45001 Provisional Implementer, Certified OHSAS 45001 Implementer or Certified OHSAS 45001 Lead Implementer, depending on their level of experience.

A certificate will be issued to participants who successfully passed the exam and comply with all the other requirements related to the selected credential.

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Quality Institute

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Kingston 10

Tel: 876-632-4275 or 876-618-5769

Email: [mtaylor@bsj.org.jm](mailto:mtaylor@bsj.org.jm) or [tdouglas@bsj.org.jm](mailto:tdouglas@bsj.org.jm)

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