

TRAINING OFFERS			
RAMA/CC MANAGER	119	ENGLISH	SINGAPORE
IRIS MANAGER	126	ENGLISH	BILBAO
INTERNAL IRIS AUDITOR	110	ENGLISH	POZNAN
IRIS PROJECT MANAGER	122	ENGLISH	MILANO
INTERNAL IRIS AUDITOR	130	ENGLISH	FRANKFURT



**context:**

Certifications are often seen as a necessary evil. Often one hears: "*The QM representative should take care of this... We are under cost pressure, so it should cost only little; as little effort, as possible ... We wait until the customer asks*". Only few companies recognize the opportunity. It is not just about the certificate on the wall!

The IRIS standard serves primarily to strengthen the management and leadership of the CEO and process owners, to structure, to clarify (especially at the interfaces) and to motivate, to continuously optimize and to make processes more lean (if necessary, even process restructuring), to come up with a user-friendly documentation (sometimes also to purify existing documentation), but above all, to increase efficiency and to improve the financial results. The certificate marks the goal of the first stage, only. In the end, after years, a cultural change leads to a real quality culture. Those companies, that recognize this, are playing in the Champions League. They are also willing to invest a reasonable amount in the best coaches, because they know, that success will pay off. All others will continue to climb up and down in their league, complaining about cost and term impression, "fire fights" and margin losses, without ever getting any of their investments back.

**your trainer:**

**Andreas Heinzmann**

As usual in the IRIS Academy, we will share our best knowledge first hand with you! In line with our credo "The Best for the Best in the Rail Industry", Andreas Heinzmann will present this seminar. He is a founder of the IRIS system and was the first president of the IRIS Group. Under his leadership, the certification system has been developed. Hence, he has been and still is a major contributor to all previous revisions. Among other things, he was also a member of the five-member team of experts, which has worked out the draft of the new ISO/TS 22163 standard. He provides you first-hand information that hardly anyone else could deliver. In addition, he motivates participants to deploy the IRIS requirements by explaining the usefulness and interrelations between the IRIS requirements, and by providing a wealth of context information and practical examples of the rail industry. He promotes a modern, userfriendly and lean set of visual business processes in a very clear structure.



**objectives:**

The aim of this course is to familiarize participants with all important subject matters of the IRIS certification system on a fast track and to give you suggestions and ideas for implementing the ISO/TS 22163 requirements in the daily business of your company with the upgraded requirements of the railway sector in mind. After the seminar, you should have sufficient knowledge and solutions that can be seamlessly integrated. You will refresh or acquire above-average IRIS knowledge and deepen this on selected topics by case studies. The training aims especially at the exchange of internationally proven solutions as well as best practices from the railway industry.

Beside to the system integrators, well-known operators and railway ministries are increasingly contributing, making the IRIS certificates to the entry tickets for the entire railway sector. Now, many companies facing decision to introduce the globally recognized standard. The event should also provide these companies with all the information they need to enable a fact-based decision and to better estimate the effort.

**target group:**

Managers / Directors of the multifunctional IRIS implementation/maintenance teams from all participating sites (also from site extensions or remote functions, heads of QM, internal auditors, purchasing managers, process owners and business process experts (manager level) from all functions, such as sales, design & development / engineering, project management, procurement, manufacturing, work preparation/methods, quality management / quality assurance / quality control, commissioning / product introduction / services/maintenance, human resources, finance.

**content:**

Details can be reviewed by downloading the agenda and a preview of the training material (the topic of the reading sample is risk management) - links are on page 2. Specifically, we will elaborate on the following topics:

- 1) understanding the IRIS evaluation scheme, including evaluation of enabler, process performance as well as customer perception performance according to the "IRIS Certification Rules: 2017", stakeholder analysis and provision of necessary customer perception data, turtle diagrams for 5 performance processes, etc.
- 2) understanding mandatory and optional requirements of ISO/TS22163 and ISO9001:2015, plus further optional requirements of the assessment sheet. Detailed discussions of 22 mandatory business processes, including key requirements such as KO items, KPIs.
- 3) suggestions to all mandatory processes (22 flow charts) as well as selected key topics that can be implemented directly after the course, such as process orientation, risk-based thinking, risk and opportunity management (business, project, process and product safety risks), Quality Engineering in the development of rail vehicles and their systems, KPIs /Quality Deficiency cost, competency management, IRIS procurement strategy, classification of external provider and external provided products and services, project management, special processes in production, maintenance or during installation ... and much more.
- 4) internal auditor behaviour (good and poor).
- 5) many practical exercises and case studies from real life.
- 6) workshops to exchange and discuss best practices from the railway industry.

The knowledge of ISO 9001:2015 would be an advantage as their requirements are an integral part of the seminar.

5 good reasons to choose us:

We invest a significant portion of our time in the different bodies of the IRIS Group and so we always have the most up-to-date information. From the beginning we were deeply involved in developing and updating the IRIS standard, including its Audit-Tools. Recently we were represented in the 5-member core team drafting the ISO/TS 22163 standard. So we have more knowledge and background information from first hand than others.

We have huge experiences (> 35 years) in nearly all scopes of the rail sector and mentored more than 100 companies. Facing the operational reality every day, we are well positioned to come up with solutions that are already proven in practice. So we can equip you with real advantages over your competition.

We bring top experts together and so we promote the exchange of „BEST PRACTICES“ and networking.

Our offers make sense and generate added value. If you really want to understand the IRIS requirements, its context and inter-correlation, then we invite you to share our knowledge with you. With us, you may save a lot of resources after the course, because you have understood how to tackle the matters during your introduction.

We train the “Champions League” and we are aware that we are not the cheapest, but we want to be the best. Nevertheless, overall, we provide the best value for money – fair and transparent.

key companies trained:



<u>facts &amp; downloads</u>	language:	the lecture is presented in English
	duration and dates:	5 exciting and intensive days (40 seminar hours). The seminar dates you can find in the course table at <a href="https://www.cc-rail.info/en/academy/">https://www.cc-rail.info/en/academy/</a>
	agenda:	Please download from our secure server to consider the start on the first day and the finish on the last day in your travel planning. <a href="https://www.cc-rail.info/wp-content/uploads/2019/10/20191002-Agenda-internal-IRIS-Auditor-rev09B.pdf">https://www.cc-rail.info/wp-content/uploads/2019/10/20191002-Agenda-internal-IRIS-Auditor-rev09B.pdf</a>
	venue:	the exact address of the training venue is mentioned under "Details" in the course table at <a href="https://www.cc-rail.info/en/academy/">https://www.cc-rail.info/en/academy/</a> or it will be communicated by E-mail after your registration.
	seminar fee:	2.500 EUR for examination, extensive seminar papers, your certificate as well as the conference room & technology, drinks and lunch during the seminar. You will receive a pro forma invoice in advance for any internal orders. The official invoice will only be given if the course is guaranteed (latest 4 weeks before the start).
	discount rates:	when registering more than 2 persons of a company: 5%, and in case of 3 or more persons: 10%
	proof of performance:	after passing the exam, participants can receive the certificate as <b>INTERNAL IRIS AUDITOR</b> as well as a detailed proof of achievement. The certificates of the IRIS Academy serve as proof of IRIS knowledge for the next 3 years.
	seminar papers:	the language of seminar papers is English. Our extensive and didactically very well prepared training materials are always up to date. This training materials are globally used by many companies as guidelines for the implementation of a mature Business Management System.
	handout sample:	please download from our secure server <a href="https://www.cc-rail.info/wp-content/uploads/2018/10/Risk-Management-reading-sample.pdf">https://www.cc-rail.info/wp-content/uploads/2018/10/Risk-Management-reading-sample.pdf</a>
	customer satisfaction	CC-Rail is the world's first and still the only provider of a comprehensive IRIS training concept that meets a wide variety of requirements, ranging from 2-day events to challenging 40-hour IRIS seminars. We have invested more than 1000 hours in all these seminar preparations and offer much more than just "assisted reading". The IRIS Academy has been the "HIGH SCHOOL" for managers in the railway industry since 2009. It is globally known and highly appreciated in the industry for its unique training standard according its motto "only the best for the bests" as well as for its exceptional practical proximity. So far, more than 1500 managers from all continents have benefited from the seminars offered by the IRIS Academy. 98% of them rated our courses as "EXCELLENT" and recommend this to others. Hence you can look forward to a seminar that exceptional differs from all other events.
inquiries:	please send an e-mail to <a href="mailto:info@cc-rail.com">info@cc-rail.com</a> or register at <a href="https://www.cc-rail.info/en/academy/">https://www.cc-rail.info/en/academy/</a>	
booking deadline:	Immediately after booking deadline, we must pay our reservations (travels, accommodation, conference arrangements, prints and your certificates). Therefore, it is very important for us that you sign up for the seminar as soon as possible in order to reach the economically required minimum number of participants. The booking deadline is usually 4 weeks before the start of the seminar. If the minimum number of participants will not be reached, unfortunately the seminar must be canceled. Therefore, please do not book your travel before you have received our official training invitation.	