



QUALITY AND STANDARDS AUTHORITY OF ETHIOPIA

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# TRAINING BROCHURE

## 2002ET (2009/2010)



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October 2009



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## PART I: TRAINING COURSES GENERAL INFORMATION

### 1. Training program

The Quality and Standards Authority of Ethiopia (QSAE) offers trainings to support the efforts of the manufacturing and service sectors to improve the quality of their products, processes and services. The training programs for the 2000 ET Cal. (2009/2010) include courses on Management Systems and related quality improvement tools listed in the table below.

S/N	Course Title	Course Duration (In days)	Course No.	Course Delivery Dates	Course Fee (In Birr)
1	Quality Management System Development & Implementation based on ISO 9001:2008	5	QMS1	Sep 28 - Oct 2, 2009	500.00
			QMS2	Oct 26- 30, 2009	
			QMS3	Nov 16 - 20, 2009	
			QMS4	Dec 14 - 18, 2009	
			QMS5	Jan 11- 15, 2010	
			QMS6	Feb 15 - 19, 2010	
			QMS7	March 22 - 26, 2010	
			QMS8	April 19 - 23, 2010	
			QMS9	May 17 - 21, 2010	
			QMS 10	June 21 - 25, 2010	
2	Management System Audit based on ISO 19011:2002	5	IQA1	Nov 30 - Dec 4 , 2009	500.00
			IQA2	March 8 - 12, 2010	
			IQA3	May 31 - June 4/2010	
3	Food Safety Management System based on ISO 22000:2005	5	FSM1	Feb 8 - 12, 2010	500.00
			FSM2	Jun 28 - July 2, 2010	
4	Statistical Process Control (SPC)	5	SPC1	Dec 28 - Jan 1, 2010	500.00
			SPC2	Feb 1 -5, 2010	
			SPC3	April 26 - 30, 2010	

During presentation of courses a variety of training techniques, such as, lectures, case studies and group discussions will be employed.



## **2. How to register**

To register for any of those courses, the training request form **OF/QT/255**, attached to this Brochure, should be completed and sent to the address below together with the fee, at least 15 working days before the designated training date, The Form can also be downloaded from our website **<http://www.qsae.org>**. A trainee can not claim as registered without completing the Application Form and settle the training fee.

### **For more information please contact us at:**

Quality and Standards Authority of Ethiopia  
Quality Promotion and Training Directorate  
P.O. Box 2310  
Addis Ababa

**Tel:** 011-646 06 86  
011-646 01 11 Ext. 262

**Fax:** 011-646 08 80

**E-mail:** [mesfin@qsae.org](mailto:mesfin@qsae.org)

Head Office: Addis Ababa, Megenagna near to AMCE,  
2nd Floor Room No. 215,

## **3. Venues**

Courses will be presented at our Head Office (Addis Ababa) or at any other venue as the case may be.

## **4. Course fees and mode of payment**

The designated course fees cover course materials, overhead costs and lunch and break time refreshments for the duration of the training. Fees indicated are **per person per course**.



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**Note:** For trainings arranged at the premises of customers, course fees will include per-diem and transportation expenses of trainers and exclude lunch and break time refreshments of trainees.

Full course fees are payable in advance 15 working days prior to commencement of a course, by one of the following ways:

- a) Deposit the amount in account number **0160101052700** payable to the Quality and Standards Authority of Ethiopia.

**Note:** Fax or personally submit a copy of the deposit receipt at the address above for the attention of QSAE's Finance Service under a title Training Fee.

- b) Pay the amount to the Finance Service of the Head Office, Addis Ababa.

### **5. Travel and accommodation**

Participants are responsible for their own accommodation and travel arrangements. Lunch and break time refreshments will be arranged for the duration of the training only. Breakfast and dinner are not covered.

### **6. Cancellations**

Cancellation of confirmed bookings must be received in-writing not less than 5 working days prior to commencement of a course. For cancellation without prior notification as mentioned above the deposited training fee will not be reimbursed.



## **PART II: DESCRIPTION OF TRAINING COURSES**

### **1. QUALITY MANAGEMENT SYSTEM DEVELOPMENT AND IMPLEMENTATION BASED ON ISO 9001:2008**

#### **a) Introduction**

Customers and global competitiveness are changing the way organizations around the world are doing business and QUALITY is driving that change. With the introduction of ISO 9001:2008, the business world now has a generic model for a quality management system that, when designed, developed and implemented, will provide the framework for assuring that customer requirements are defined, quality product or service is made or delivered on time, and that product/service and the management system are improved on a continuing basis. This standard is an international quality management system standard which applies to all types of organizations. It can help both product and service oriented organizations achieve standards of quality that are recognized and respected throughout the world.

#### **b) Objectives**

After completing this course, participants will be able to understand, develop and implement quality management system at their own organization based on ISO 9001:2008.

#### **c) Course Contents**

- ▶ **Quality management system concepts**
  - What is quality management system
  - What is an ISO 9000 quality management systems
  - Why quality management systems
  - Quality management principles



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- ▶ **ISO 9001:2008 quality managements system requirements**
  - Quality management system
  - Management responsibility
  - Resource management
  - Product realization
  - Measurement, Analysis and Improvement
  
- ▶ **Quality management system documentation**
  - Documentation requirements of ISO 9001:2008
  - Benefits of a documented quality system
  - Quality system documentation structure
  - Developing quality manual
  - Process mapping
  - Procedure writing
  - Quality planning
  - Steps towards implementation of quality management system

### **d) Target group**

This course is intended for senior managers and technical personnel who will be engaged or facilitate the developing and implementation of the quality management system.

### **e) Educational background**

The participants shall have at least diploma or equivalent relevant to his/her field of employment and a minimum of one year occupational practice.

### **f) Certificate**

Participant will receive a certificate of successful completion of the course. Exam with a 50% pass mark and full attendance is required.



## **2. QUALITY MANAGEMENT SYSTEM AUDIT BASED ON ISO 19011:2002**

### **a) Background**

Organizations seeking a suitable, adequate, and effective quality management system need to conduct internal quality audits based on ISO 19011, to ensure that the QMS functions as intended, and that it identifies weak links in the system as well as potential opportunities for improvement. The internal quality audit acts as a feedback mechanism for the top management; it can give top management, and other interested parties, assurance that the system meets the requirements of ISO 9001:2008.

### **b) Objectives**

After completing this course, participants will be able to conduct internal quality system audits in order to evaluate the effectiveness of the implemented management system.

### **c) Content**

#### **▶ Basic concepts of system audit**

- Overview of ISO 9001:2008
- What is an audit
- Types of audits
- Audit terminology
- Audit principles
- What is ISO 19011:2002

#### **▶ Audit program management**

- Audit program objective & scope
- Audit program responsibilities, resources & procedures
- Program implementation
- Monitoring & reviewing



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### ▶ Audit activities

- Initiating the audit
- Document review
- Preparing for on site audit
- Conducting the audit
- Audit report
- Audit follow-up

### **d) Target group**

This course is intended for personnel with the prime function of conducting quality management systems audit and personnel who are likely to be audited.

### **e) Educational background**

The participants shall have at least diploma or equivalent relevant to his/her field of employment and a minimum of one year occupational practice. The participants to this course shall also provide an evidence of training to ISO 9001: 2008 quality management systems to the registrar in advance.

### **f) Certificate**

Participant will receive a certificate of successful completion of the course. Exam with a 50% pass mark and full attendance is required.



### **3. FOOD SAFETY MANAGEMENT SYSTEM BASED ON ISO 22000:2005.**

#### **a) Introduction**

To operate in any food business, the establishment apart from producing or serving tasty and nutritious foods must ensure the foods reaching the consumers are free from hazards. Traditionally, industry and regulators have depended on spot-checks and random checks to ensure food safety. This approach tends to be reactive rather than proactive, and with new food distribution and consumption patterns, growing global markets and emerging food borne pathogens, the inspection based appraisal system is no longer reliable. Food safety management system is a systematic approach and has proven to enhance public health and increased consumer confidence in the safety of food supply.

#### **b) Objectives**

Upon successful completion of this course, participants will be able to understand, develop, implement and maintain a food safety management system in their companies in order to control, reduce or eliminate risks involved in food processing and handling.

#### **c) Content**

- ▶ **Food safety management system concept**
  - What is Food safety Management
  - Why FSM and the benefits
  - What is ES 588:2001
  
- ▶ **Biological, Chemical and Physical hazards**
- ▶ **Efficient management of the system**
  - Good manufacturing practice (GMP)
  - Good distribution practice (GDP)
  - Good agricultural practice (GAP)
  - Quality management system (QMS)



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- ▶ Food safety management system principles
- ▶ Food safety management system Implementation Steps
- ▶ Maintaining the Food safety management system
- ▶ Food safety management system Auditing
  - Benefits of auditing
  - Types of auditing
  - Audit techniques
  - Conducting the audit

### **d) Target group**

This course is intended for senior managers and technical personnel of food processing industries and distributors who are directly involved in Food safety management system development, implementation and auditing.

### **e) Educational background**

The participant shall have at least diploma or equivalent relevant to his/her field of employment and a minimum of one year occupational practice.

### **f) Certificate**

Participant will receive a certificate of successful completion of the course. Exam with a 50% pass mark and full attendance is required.



## **4. STATISTICAL PROCESS CONTROL (SPC)**

### **a) Background**

Achieving the intended quality level requires, among other factors, identification, measuring and control of causes of variations. Statistical process control (SPC) is a technique to the measurement and analysis of variation in any processes, which is unique combination of machines, tools, methods, material & people, that provides an output in the form of product or service. It examines the significance of variation, use of control chart in analyzing & minimizing variations, quantification of process capability and the relation of these concepts to other techniques for process improvement. Thus, in order to achieve the targeted quality objectives, industries need to use appropriate SPC tools.

### **b) Objectives**

Upon successful completion of this course, participants will be able to understand, identify and use the SPC tools to achieve targeted quality objectives of their respective companies.

### **c) Contents**

- ▶ Introduction to SPC
- ▶ Definition of statistical terms
- ▶ Collection of Data
- ▶ SPC tools
  - Brainstorming
  - Sampling
  - Check sheet
  - Run chart
  - Pareto Chart
  - The five whys
  - Fish-bone/cause and effect chart
  - Histogram
  - Correlation Chart



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- Responsibility Matrix
- Control Chart
- Process capability
- Force field analysis
- Prioritization matrix

### **d) Target group**

This course is intended for middle level managers, and production and quality control personnel of manufacturing and service industries.

### **e) Admission requirements**

The participant shall have at least diploma or equivalent relevant to his/her field of employment and a minimum of one year occupational practice.

### **f) Certificate**

Participant will receive a certificate of successful completion of the course. Exam with a 50% pass mark and full attendance is required.



## **5. MEASUREMENT SYSTEM (Metrology)**

### **a) Background**

Measurements are the basis for most of important decisions whether it is about judging if a product meets the safety requirements and quality standards or fixing the price when purchasing or selling goods, or making medical diagnosis. A measurement system supports innovations in industry and raises productivity through improved process and quality control.

### **b) Objectives**

Upon successful completion of this course, participants will be able to understand, identify and use the fundamental concepts on length, mass, force, pressure and temperature metrology. They will also understand the importance of determining uncertainty in measurement.

### **c) Contents**

- ▶ Basic concepts of metrology
- ▶ Length measurement
- ▶ Mass measurement
- ▶ Volume measurement
- ▶ Force and Pressure measurement
- ▶ Temperature measurement
- ▶ Uncertainty in measurement

### **d) Target group**

This course is intended for middle level managers, and production and quality control personnel of manufacturing and service industries.



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### **e) Admission requirements**

The participant shall have at least diploma or equivalent relevant to his/her field of employment and a minimum of one year occupational practice.

### **f) Certificate**

Participant will receive a certificate of successful completion of the course. Exam with a 50% pass mark and full attendance is required.



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	Company Name: <b>የኢትዮጵያ የጥራትና የደረጃዎች ባለሥልጣን</b> <b>QUALITY AND STANDARDS AUTHORITY OF ETHIOPIA</b>	Document No. <b>OF/QT/255</b>
	Title: <b>የሥልጠና መጠየቂያ ቅጽ</b> <b>Training Request Form</b>	Issue No. <b>2</b>

1. የአመልካች ድርጅት ስም/Organizational Name Organization's Name	የሥራው ዓይነት/Business type <input type="checkbox"/> አምራች/Production <input type="checkbox"/> አገልግሎት ሰጭ/Service Delivering	
ከተማ/Town	መ.ሣ.ቁ/P.O. Box	ኢ.ሜል/E-mail
ፋክስ/Fax	ስልክ/Tel.	

ተ.ቁ	የተሳታፊ/Participants			የሥልጠናው መለያ/Code of Training	የአገልግሎት ክፍያ/ብር/Service, charge, Birr
	ስም/Name	ትምህርት ደረጃ/Qualification	ሥራ ኃላፊነት/Job Position		
2.1					
2.2					
2.3					
2.4					
2.5					
2.6					
2.7					
2.8					
2.9					
2.10					

2. የሥልጠናውና የሥልጣኞች መረጃ/Information on the training & the trainees
3. የአመልካች ድርጅት ግዴታ/ Obligation of Applicant Organization:  
 ባቀረብነው የሥልጠና ጥያቄ ላይ ለውጥ ብናደርግ ሥልጠናው ከመጀመሩ ከአንድ ሳምንት በፊት ለባለሥልጣኑ መ/ቤት ለማሳወቅ ነገር ግን ይህን ሳንፈጸም ብንቀርና ሥልጠናውን መውሰድ ብንፈልግ እንደ አዲስ አመልካች እንደገና ከፍለገና ተመዝግቦን ለመውሰድ ተስማምተናል::/We, here by, declare that we will notify the Authority one week before the training begins if we make changes on our request, otherwise be treated as a new applicant if we fail to do so and we still want to take the training.

የረገጠው/ Authorized by \_\_\_\_\_ ቀን/ Date \_\_\_\_\_  
 (Name/Signature/Seal) (YY/MM/DD)  
 (On behalf of the Organization)

4. ለቢሮ አገልግሎት ብቻ/For Office use only	
4.1 የሥልጠና ጥያቄ ገምገማ ማስታወሻ/Training Request Review Remark: ለ /To _____ የገመገመው/ Reviewed by _____ ቀን/ Date _____ (Name/Signature) (YY/MM/DD)	4.2 የገንዘብ ተቀባይ ማስታወሻ/Casher's Note: ክፍያው/Fee _____ Receipt No. _____ ቀን/Date _____ ፊርማ/Signature _____

ማስታወሻ

- ይህ ቅጽ በሁለት ቅጂ ተዋልቶ ክፍያው ከተፈፀመ በኋላ አንደኛው ቅጂ ገንዘብ ተቀባይ ጋር ቢቀር ሁለተኛው ቅጂ ለጥራት ማስፈራሪያ ሥልጠና ዳይሬክቶሬት ይላካል::
- ይህን ቅጽ ለመሙላት የሥልጠና ንግግር ይመልከቱ::
- ቅጹን ለመሙላት መ/ቤቱ ድረስ መምጣት የማይችሉ ደንበኞች መረጃውን ከዌብ ሳይታችን (www.qsae.org) አግኝተው ከሞሉ በኋላ ክፍያውን በብሔራዊ ባንክ ሒ.ሣብ ቁጥራችን 0160101052700 ገቢ እድርገው መረጃዎቹን በፋክስ መላክ ይችላሉ::  
 መ.ሣ.ቁ/ P.O. Box 2310, Addis Ababa, ስልክ ቁ. / Tel. 011 6 460686/4601114-ክስ ቁ. /Fax 011 6 460880 (81) ኢ.ሜል/E-mail: mesfin@qsae.org