



PDC-PRODUCTIVITY AND QUALITY TRAINING OFFICE



2022 PUBLIC COURSE OFFERINGS

BATCH 1

22-25
MAR

TRAINING COURSE ON KNOWLEDGE MANAGEMENT

Registration link: <https://bit.ly/33G9I5r>

29 MAR
TO
1 APR

TRAINING COURSE ON ISO 9001:2015 QMS REQUIREMENTS
AND DOCUMENTATION

Registration link: <https://bit.ly/3rJdmDU>

5-8
APR

TRAINING COURSE ON ISO 19011:2018 GUIDELINES ON
AUDITING MANAGEMENT SYSTEMS

Registration link: <https://bit.ly/3rFM4xQ>

26-29
APR

TRAINING COURSE ON SERVICE PROCESS STREAMLINING

Registration link: <https://bit.ly/3qPiBSU>

10-13
MAY

TRAINING COURSE ON ROOT CAUSE ANALYSIS AND
CORRECTIVE ACTION FORMULATION

Registration link: <https://bit.ly/3H4nldr>

17-20
MAY

TRAINING COURSE ON ISO 27001:2013 INFORMATION
SECURITY MANAGEMENT SYSTEM

Registration link: <https://bit.ly/3KxIC0S>



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TRAINING COURSE ON KNOWLEDGE MANAGEMENT BATCH 1

22-25 March 2022

PHP 11,200.00 per participant
Inclusive of 12% VAT

REGISTER NOW!

<https://bit.ly/33G9I5r>

The course aims to enable participants to understand and apply the fundamental concepts, practices and tools in creating, sharing and applying knowledge to enhance organizational productivity and growth. The course also highlights how knowledge management dovetails with the Philippine Quality Award (PQA) framework and the ISO 30401:2018.

Objectives

At the end of this course, participants will be able to:

1. Describe the knowledge management (KM) framework and methodology;
2. Discuss the linkage of KM with ISO 30401:2018 KMS, ISO 9001:2015 QMS, PQA Performance Excellence Framework;
3. Apply KM tools and techniques in the workplace; and,
4. Develop a KM action plan for their respective organizations.

Methodologies

- Lectures
- Group exercises
- Case presentations
- Group presentations
- Assessment tests

Coverage

- Basic Concepts of Knowledge Management (KM)
- Linkages of KM with ISO 30401:2018 KMS, ISO 9001:2015 QMS, PQA Performance Excellence Framework
- KM Assessment Exercise
- Exercises on selected KM Tools and Techniques (i.e., Lessons Learned Meeting, Knowledge Harvesting)
- Development of a KM Action Plan

SCAN TO REGISTER



TRAINING COURSE ON ISO 9001:2015 QUALITY MANAGEMENT SYSTEM (QMS) REQUIREMENTS AND DOCUMENTATION BATCH 1

29 March - 1 April 2022

PHP 8,960.00 per participant
Inclusive of 12% VAT

REGISTER NOW!

<https://bit.ly/3rJdmDU>

The course provides the participants the knowledge on the quality concepts and principles, the requirements defined in ISO 9001:2015 standard, and relevant statutory and regulatory requirements. The course also provides an opportunity to demonstrate the acquired skills in interpreting the requirements, as well as, their skills in drafting the documented information within the context of their organization.

Objectives

At the end of this course, participants will be able to:

1. Explain the ISO 9001:2015 QMS concepts, principles and requirements;
2. Relate the ISO 9001:2015 QMS requirements with established mechanisms in implementing the QMS;
3. Prepare drafts of QMS documented information such as the process map, QMS scope statement, quality policy, and planning documents; and,
4. Recognize the requirements and value of setting up a quality management system.

Coverage

- Basic Concepts of Quality Management System (QMS)
- QMS Requirements of the ISO 9001:2015

Methodologies

- Lectures
- Group exercises
- Group presentations

SCAN TO REGISTER



TRAINING COURSE ON ISO 19011:2018 GUIDELINES ON AUDITING MANAGEMENT SYSTEMS BATCH 1

5-8 April 2022

PHP 8,960.00 per participant
Inclusive of 12% VAT

REGISTER NOW!

<https://bit.ly/3rFM4xQ>

The course provides an opportunity for participants to demonstrate the skills in planning and conducting an effective internal quality audit, in accordance with ISO 19011:2018, with focus on auditing quality management system. The participants also gain the learning experience in reporting audit findings.

Objectives

At the end of this course, participants will be able to:

1. Discuss the ISO 9001:2015 Standards and Documentation Requirements;
2. Define the activities and requirements of ISO 19011 or Internal Quality Audit;
3. Identify the roles and benefits of being an Internal Auditor in a quality management system; and,
4. Apply skills in planning, performing and monitoring an internal audit

Coverage

- Introduction to Auditing
- Principles of Auditing
- The Auditor
- Managing the Audit Program

Methodologies

- Lectures
- Group exercises
- Group presentations

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TRAINING COURSE ON SERVICE PROCESS STREAMLINING BATCH 1

26-29 April 2022

PHP 8,960.00 per participant
Inclusive of 12% VAT

REGISTER NOW!

<https://bit.ly/3qPiBSU>

The course provides an opportunity for participants to demonstrate acquired skills in process streamlining. The course highlights the importance and benefits in improving service delivery efficiency and effectiveness in the public sector.

Objectives

At the end of this course, participants will be able to:

1. Discuss the principles of waste elimination and work simplification
2. Identify and use the appropriate tools in streamlining of processes
3. Present process improvements using streamlining tools
4. Apply the use of measurement tools in process streamlining
5. Prepare a draft agency action plan in streamlining of processes
6. Realize the value of teamwork in the preparation and implementation of streamlining in the workplace

Coverage

- Measurement of Lean Metrics
- How to make a Value Stream Map
- Tools in the Streamlining Process
- The Streamlined Process

Methodologies

- Lectures
- Group exercises
- Case presentations
- Group presentations

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TRAINING COURSE ON ROOT CAUSE ANALYSIS AND CORRECTIVE ACTION FORMULATION BATCH 1

10-13 May 2022

PHP 8,960.00 per participant
Inclusive of 12% VAT

REGISTER NOW!

<https://bit.ly/3H4nldr>

The course aims to contextualize the use of Root Cause Analysis (RCA) in the organization's implementation of the QMS. It enables participants to effectively use practical tools and techniques for analyzing and validating the root cause of existing nonconformities, and formulating solutions for preventing the nonconformities from recurring and/or occurring.

Objectives

At the end of this course, participants will be able to:

1. Describe the organization's certified quality management system (QMS) and its processes;
2. Explain how root cause analysis (RCA) is used in finding the root causes of nonconformities (NCs) and difficulties in processes and practices;
3. Construct reality charts of the root causes; and,
4. Explain how corrective actions (CAs) are identified to mitigate, if not remove, the root causes of the NCs and difficulties in the processes and practices.

Methodologies

- Lectures
- Group exercises
- Group presentations

Coverage

- Review of QMS ISO 9001:2015 Requirements
- Understanding the Problem
- Problem Solving Tools and Techniques
- Verifying Effectiveness of Actions Taken
- Closure of the Nonconformity

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TRAINING COURSE ON ISO 27001:2013 INFORMATION SECURITY MANAGEMENT SYSTEM BATCH 1

17-20 May 2022

PHP 11,200.00 per participant
Inclusive of 12% VAT

REGISTER NOW!

<https://bit.ly/3KxIC0S>

The course enables participants to interpret and apply the requirements for establishing and implementing an information security management system based on the ISO 27001:2013 standard.

Objectives

At the end of this course, participants will be able to:

1. Recognize the importance of Information Security
2. Interpret the requirements for ISO 27001 ISMS
3. Prepare a risk assessment and risk treatment plan
4. Apply information security controls in the drafting of an information security policy
5. Describe the implementation process of an ISMS that is compliant with the requirements of ISO 27001

Methodologies

- Lectures
- Group exercises
- Group presentations

Coverage

- Information Security
- Understanding ISMS
- Benefits of ISMS
- Introduction to ISO 27001 ISMS
- ISO 27001 ISMS requirements
- Understanding information security threats and vulnerabilities
- Information security controls and control objectives

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