



SAZ TRAINING CALENDAR

2019

SAZ provides excellent and professional training services for standards based business excellence

FOREWORD

The SAZ Training Division offers standard based courses to enable organizations to develop and implement standards into specific operations as part of organizational strategies to achieve business excellence. These courses are well researched and relevant and promote an understanding of standards requirements and implementation.

SAZ has an excellent team of competent trainers with the requisite qualifications, skills and knowledge to deliver the courses.

The courses can be tailor –made to suit your organization’s specific requirements and presented at your premises by arrangement. These courses are also offered to neighbouring SADC countries.

In 2019 SAZ is running a number of new courses to keep pace with stakeholder demands.

Registration

Course requirements

Candidates should meet the requisite course requirements set for each course and produce evidence of such upon registration

Fees

All course fees are charged per person.

Payment

Course fee are payable in full and in advance.

Travelling and accommodation

Participants should make their own travelling and accommodation arrangements.

Course presentation

Courses will be presented in English only. Special needs will however be considered especially in cases where in-houses courses are presented. A variety of training methods and techniques are used and these include lectures, videos, assignments, manuals and exercises. Group participation is encouraged throughout, as it enhances the learning experience.


In-house presentation courses

All SAZ courses can be presented in-house, i.e. SAZ trainer(s) will be sent to present the training at your organization. These training courses can be tailor-made to suit the client’s requirements.

NOTE: In-house courses will be presented to a minimum of 12 and a maximum of 20 participants per session. The organization will provide a suitable training room with all necessary training equipment including the projector, flip charts, markers as well as a suitable point/screen for projection.

Course Title	Course Outline	Course Dates	Deadline for registration
ZWS ISO 9001:2015 Quality Management Systems Awareness	<ul style="list-style-type: none"> • History and development of quality standards • The ISO 9000 family of standards • Features, clauses and requirements of ISO 9001:2015 • Implementing ISO 9001:2015 QMS in your organization • ISO 9001:2015 system certification/registration by SAZ 	2019/01/18	2019/01/16
ZWS ISO 9001:2015 QMS Internal Auditing	<ul style="list-style-type: none"> • Principles and concepts of quality control, assurance and management systems • Analysis and interpretation of requirements • Quality system documentation • Auditing phases, exercises and audit team roles • Auditor characteristics and selection • ZWS ISO 19011:2018 – Guidelines for auditing management systems • Examination 	2019/01/22-25	2019/01/17
ISO 45001:2018 Occupational Health & Safety Management System Development and Implementation	<ul style="list-style-type: none"> • What is an Occupational Health and Safety Management System (OHSMS) • Why an OH&S MS is important to an organization and its benefits • The background of ISO 45001 and its intended outcome • The terms and definitions used • The key concepts and structure of ISO 45001 • The main requirements of ISO 45001 • A typical framework for implementing ISO 45001 following the PDCA cycle • Key concepts and requirements of ISO 45001 from an implementation perspective • The benefits specific to an organization in relation to implementing an effective OHSMS • Examination 	2019/02/05-08	2019/02/01
ZWS ISO 9001:2015 Quality Management Systems Development and Implementation	<ul style="list-style-type: none"> • Understanding quality concept, the purpose and rationale for a QMS • The PDCA cycle • The benefits of a quality management systems • The quality management principles and their application in organizations • Quality management systems process approach • The four-tie quality management system documentation model • Implementation of ISO 9001 standard requirements • Application and interpretation of quality management principles and requirements • Examination 	2019/02/11-15	2019/02/07
Root Cause Analysis (RCA)	<ul style="list-style-type: none"> • Introduction to RCA • Definitions • Benefits of RCA • Practical guide to carrying out an RCA • RCA Tools and Techniques • Fishbone/ Ishikawa Diagram • 5 Why's technique • Examination 	2019/02/14-15	2019/02/11
ZWS ISO 9001:2015 Quality Management Systems Awareness	<ul style="list-style-type: none"> • History and development of quality standards • The ISO 9000 family of standards • Features, clauses and requirements of ISO 9001:2015 • Implementing ISO 9001:2015 QMS in your organization • ISO 9001:2015 system certification/registration by SAZ 	201/02/22	2019/02/20


Course Title	• Course Outline	Course Dates	Deadline for registration
ZWS 806 Hazardous Waste Management	<ul style="list-style-type: none"> • Characterization of hazardous waste • Management of specific waste types • Waste minimization procedures • Environmental audits • Hazardous waste identification • Hazardous substance segregation • Hazardous waste handling and documentation • Legislation and compliance • Risk assessment and control and cleaner production • Cleaner production • Disposal • Examination 	2019/03/06-08	2019/03/04
ZWS ISO 9001:2015 QMS Internal Auditing	<ul style="list-style-type: none"> • Principles and concepts of quality control, assurance and management systems • Analysis and interpretation of requirements • Quality system documentation • Auditing phases, exercises and audit team roles • Auditor characteristics and selection • ZWS ISO 19011:2018 – Guidelines for auditing management systems • Examination 	2019/02/25-28	2019/02/20
ISO 45001:2018 Occupational Health and Safety Management Systems Transition	<ul style="list-style-type: none"> • New and revised terms and definitions applicable to ISO 45001 • New requirements relating to Context, Leadership, Planning, Support and Operation • The main differences between OHSAS 18001 and ISO 45001 • How to effectively apply the ISO 45001 changes to an existing OH&S management system • Understand the new High-Level Structure of ISO 45001 and learn how to apply it to an existing OHSMS management systems • Transition arrangements 	2019/03/07-08	2019/03/05
Basic Food Hygiene – Hazard Analysis and Critical Control Point (HACCP) Development and Implementation	<ul style="list-style-type: none"> • Hazard Analyses Critical Control Point (HACCP) Important definitions • HACCP Origins and Benefits • Food Safety Hazard Categories and their sources • Food hygiene, Sanitation and Control of Food Safety Hazards • HACCP principles and their Application • Principles underpinning the HACCP system • Application of the HACCP principles • Use of HACCP principles in food business operation to control potential food hazards • ZWS 749 – Implementation and management of a hazard analysis and critical control point • Implementation of HACCP system and the Certification process • Introduction to Hazard Analysis and Risk-Based Preventive Control (HARPC) <p>Examination</p>	2019/03/12-15	2019/03/08
ZWS ISO 22000:2018 Transition	<ul style="list-style-type: none"> • History of ZWS ISO 22000 • Difference between ZWS ISO 22000:2005 vs ZWS ISO 22000:2018 • Annex SL and how it impacts ISO 22000 • Highlights of ZWS ISO 22000:2018 additional requirements • Detailed review of ZWS ISO 22000:2018 sections with detailed explanations • Implementation and transition to ZWS ISO 22000:2018 	2019/03/14-15	2019/03/12

Course Title	Course Outline	Course Dates	Deadline for registration
ZWS ISO 9001:2015 Lead Auditor  Registered	<ul style="list-style-type: none"> • Purpose and benefits of auditing • The difference between 1st, 2nd, and 3rd party audits and other types of audits • Interpretation of ZWS ISO 9001:2015 - Quality Management Systems as a basis for audits • Seven Quality Management Principles • Preparing and planning for audits (audit schedules, audit plans, audit checklist) • Performing audits, displaying appropriate lead auditor traits, such as using effective questioning techniques and recording non-conformances • ZWS ISO 19011:2018 – Guidelines for auditing management systems • ZWS ISO 17021 - Requirements • The "Process Approach" to Auditing • Role of the Lead Auditor (Audit management) • Report writing and follow-up on corrective actions • Auditing principles • Explaining the process of certification • Examination <p><i>Entry requirements: Delegates should have attended at least a 4-days Development and Implementation Training or a 4- days Internal Auditing on ZWS ISO 9001:2015 Quality Management Systems (attach certified copy of certificate).</i></p>	2019/03/18- 22	2019/03/13
Documentation of Quality Management Systems according to ISO 9001:2015	<ul style="list-style-type: none"> • Purpose and benefits of QMS documentation in an organization • General QMS documentation requirements • Specific QMS documentation requirements • QMS Scope, Quality policy and Quality objectives • Organizational process procedures • Work instructions, records and other documents • Development of QMS documentation • QMS documentation management • Pitfalls in QMS documentation • Examination 	2019/03/20-22	2019/03/ 18
ISO 9001:2015 QMS Internal Auditing (SAZ – Bulawayo)	<ul style="list-style-type: none"> • Principles and concepts of quality control, assurance and management systems • Analysis and interpretation of requirements • Quality system documentation • Auditing phases, exercises and audit team roles • Auditor characteristics and selection • ZWS ISO 19011:2018 – Guidelines for auditing management systems • Examination 	2019/03/19-22	2019/03/14
ZWS ISO 9001:2015 Quality Management Systems Awareness	<ul style="list-style-type: none"> • History and development of quality standards • The ISO 9000 family of standards • Features, clauses and requirements of ISO 9001:2015 • Implementing ISO 9001:2015 QMS in your organization • ISO 9001:2015 system certification/registration by SAZ 	201/03/ 22	2019/03/19
ISO 31000:2018 Risk Management	<ul style="list-style-type: none"> • Describe the fundamentals of risk management • Explain the fundamentals of a risk management system • Describe the relevance and context of ISO 31000:2018 • Outline the structure and purpose of ISO 31000:2018 • Elaborate on the key principles of ISO 31000:2018 • Identify key aspects and interrelationships of a risk management framework with the organization's management system • Describe the risk management process • Outline a process for implementation of a risk management framework • Examination 	2019/03/25-27	2019/03/20

Course Title	Course Outline	Course Dates	Deadline for registration
ZWS ISO 9001:2015 Quality Management Systems Development and Implementation	<ul style="list-style-type: none"> • Understanding quality concept, the purpose and rationale for a QMS • The PDCA cycle • The benefits of a quality management system • The quality management principles and their application in organizations • Quality management systems process approach • The four-tier quality management system documentation model • Implementation of ISO 9001 standard requirements • Application and interpretation of quality management principles and requirements • Examination 	2019/03/26-29	2019/03/22
ZWS ISO 26000 Guidance on Social Responsibility	<ul style="list-style-type: none"> • Objectives and expectations • Introduction to sustainable development and social responsibility • Corporate social responsibility and social responsibility – the difference • Overview of ISO 26000 development process • Overview of contents of ISO 26000 (clause by clause) • Situation analysis on Zimbabwe's perspective on social responsibility • Case studies • Participants design their own organization social responsibility programme and the implementation plan 	2019/03/28-29	2019/03/22
ZWS ISO 14001 Environmental Management System development and implementation	<ul style="list-style-type: none"> • Background to environmental Management Systems. • Overview of the ISO 14001:2015 Standard. • Environmental Management System Model (Plan – Do-Check- Act). • An overview of environmental risks or opportunities to organizations • Introduction to environmental legislation and global environmental concerns • Identification of environmental aspects and impacts • Requirements, interpretation and intent of the standard • Formulating the basis for the implementation and improvement of ISO 14001 • Examination 	2019/04/02-05	2019/03/27
ZWS ISO 22000:2018 Food Safety Management Systems Development and Implementation (including FSSC 22000 Ver. 4.1 Requirements)	<ul style="list-style-type: none"> • Food safety Management system important Definitions • ZWS ISO 22000:2018 Food Safety Management System Requirements • ZWS ISO /TS 22002: Technical Specification Prerequisite programmes on Food Safety • FSSC 22000 Ver. 4.1 Requirements • Overview of Quality Management Systems • Quality Management principles • Food safety Key elements • The food regulatory system in Zimbabwe and food standards • HACCP Origins and Benefits • Food Safety Hazard Categories and their sources • Food hygiene, Sanitation and Control of Food Safety Hazards • HACCP principles and their Application • Food safety Team, Team Leader, Team members and their Roles • Implementing a Food Safety System Certification and the Certification process • Examination 	2019/04/09-12	2019/04/04
ZWS ISO 14001 Environmental Management Systems Internal Auditing	<ul style="list-style-type: none"> • ISO 14001:2015 Requirements • Overview of ISO 14001:2015 elements • Auditing ISO 14001:2015 elements • Principles of life cycle assessment and Environmental risk/aspect based auditing. • Generic Management Systems Auditing • Auditing ISO 14001:2015 clauses – what auditors should look for? • Examination 	2019/04/24-26	2019/04/17

Course Title	Course Outline	Course Dates	Deadline for registration
Occupational Health and Safety Legal Requirements for Zimbabwe Industries	<ul style="list-style-type: none"> • The National OHS Policy 2014 overview • The Law as a tool to prevent work place injuries and illnesses (SI 68 of 1990) • The law and Occupational incident handling (SI 68 of 1990, RGN 263 of 1976, SI 109 of 1990) • Factories and Works Act and Regulations Overview • Introduction to Mining Safety and Health Law • Risk specific legal requirements 	2019/04/24-26	2019/04/17
ZWS ISO 9001:2015 QMS Internal Auditing	<ul style="list-style-type: none"> • Principles and concepts of quality control, assurance and management systems • Analysis and interpretation of requirements • Quality system documentation • Auditing phases, exercises and audit team roles • Auditor characteristics and selection • ZWS ISO 19011:2018 – Guidelines for auditing management systems • Examination 	2019/04/24-27	2019/04/20
Root Cause Analysis (RCA)	<ul style="list-style-type: none"> • Introduction to RCA • Definitions • Benefits of RCA • Practical guide to carrying out an RCA • RCA Tools and Techniques • Fishbone/ Ishikawa Diagram • 5 Why's technique 	2019/04/29-30	2019/04/25
ISO 45001:2018 Occupational Health & Safety Management Systems Development and Implementation	<ul style="list-style-type: none"> • What is an Occupational Health and Safety Management System (OHSMS) • Why an OH&S MS is important to an organization and its benefits • The background of ISO 45001 and its intended outcome • The terms and definitions used • The key concepts and structure of ISO 45001 • The main requirements of ISO 45001 • A typical framework for implementing ISO 45001 following the PDCA cycle • Key concepts and requirements of ISO 45001 from an implementation perspective • The benefits specific to an organization in relation to implementing an effective OHSMS • Examination 	2019/05/06-10	2019/05/02
Quality Assurance Part 1 (In collaboration with University of Zimbabwe – Business Studies Department)	<ul style="list-style-type: none"> • Identify the function of quality assurance • Identify elements of quality control • Describe & explain the elements of quality control systems • State the functions of quality control • Explain the relationship between quality and reliability; price and delivery • Explain the relationship between quality and other considerations • Explain the concept of feedback • Define terms relating to quality assurance and reliability • Examination 	2019/05/13-17	2019/05/09
ZWS ISO 9001:2015 Quality Management Systems Development and Implementation	<ul style="list-style-type: none"> • Understanding quality concept, the purpose and rationale for a QMS • The PDCA cycle • The benefits of a quality management systems • The quality management principles and their application in organizations • Quality management systems process approach • The four-tier quality management system documentation model • Implementation of ISO 9001 standard requirements • Application and interpretation of quality management principles and requirements • Examination 	2019/05/14-17	2019/05/09


Course Title	Course Outline	Course Dates	Deadline for registration
ZWS ISO 9001:2015 Quality Management Systems Awareness	<ul style="list-style-type: none"> • History and development of quality standards • The ISO 9000 family of standards • Features, clauses and requirements of ISO 9001:2015 • Implementing ISO 9001:2015 QMS in your organization • ISO 9001:2015 system certification/registration by SAZ 	201/05/17	2019/05/15
ZWS ISO 9001:2015 QMS Internal Auditing	<ul style="list-style-type: none"> • Principles and concepts of quality control, assurance and management systems • Analysis and interpretation of requirements • Quality system documentation • Auditing phases, exercises and audit team roles • Auditor characteristics and selection • ZWS ISO 19011:2018 – Guidelines for auditing management systems • Examination 	2019/05/21-24	2019/05/16
Basic Food Hygiene – Hazard Analysis and Critical Control Point (HACCP) Development and Implementation	<ul style="list-style-type: none"> • Hazard Analyses Critical Control Point (HACCP) Important definitions • HACCP Origins and Benefits • Food Safety Hazard Categories and their sources • Food hygiene, Sanitation and Control of Food Safety Hazards • HACCP principles and their Application • Principles underpinning the HACCP system • Application of the HACCP principles • Use of HACCP principles in food business operation to control potential food hazards • ZWS 749 – Implementation and management of a hazard analysis and critical control point • Implementation of HACCP system and the Certification process • Introduction to Hazard Analysis and Risk-Based Preventive Control (HARPC) <p>Examination</p>	2019/05/28-31	2019/05/23
ISO 45001:2018 Occupational Health & Safety Management Systems Development and Implementation	<ul style="list-style-type: none"> • What is an Occupational Health and Safety Management System (OHSMS) • Why an OH&S MS is important to an organization and its benefits • The background of ISO 45001 and its intended outcome • The terms and definitions used • The key concepts and structure of ISO 45001 • The main requirements of ISO 45001 • A typical framework for implementing ISO 45001 following the PDCA cycle • Key concepts and requirements of ISO 45001 from an implementation perspective • The benefits specific to an organization in relation to implementing an effective OHSMS • Examination 	2019/05/06-10	2019/05/02
ZWS ISO 14001 Environmental Management Systems Internal Auditing	<ul style="list-style-type: none"> • ISO 14001:2015 Requirements • Overview of ISO 14001:2015 elements • Auditing ISO 14001:2015 elements • Principles of life cycle assessment and Environmental risk/aspect based auditing. • Generic Management Systems Auditing • Auditing ISO 14001:2015 clauses – what auditors should look for? • Examination 	2019/06/04-07	2019/05/31

Course Title	Course Outline	Course Dates	Deadline for registration
ZWS ISO 9001:2015 QMS Lead Auditor  Registered	<ul style="list-style-type: none"> • Purpose and benefits of auditing • The difference between 1st, 2nd, and 3rd party audits and other types of audits • Interpretation of ZWS ISO 9001:2015 - Quality Management Systems as a basis for audits • Seven Quality Management Principles • Preparing and planning for audits (audit schedules, audit plans, audit checklist) • Performing audits, displaying appropriate lead auditor traits, such as using effective questioning techniques and recording non-conformances • ZWS ISO 19011:2018 – Guidelines for auditing management systems • ZWS ISO 17021 - Requirements • The "Process Approach" to Auditing • Role of the Lead Auditor (Audit management) • Report writing and follow-up on corrective actions • Auditing principles • Explaining the process of certification • Examination <p>Entry requirements: <i>Delegates should have attended at least a 4-day Development and Implementation Training or a 4- day Internal Auditing on ZWS ISO 9001:2015 Quality Management Systems (attach certified copy of certificate).</i></p> <p>Examination</p>	2019/06/10-14	2019/06/04
ISO 45001:2018 Occupational Health and Safety Management Systems Transition	<ul style="list-style-type: none"> • New and revised terms and definitions applicable to ISO 45001 • New requirements relating to Context, Leadership, Planning, Support and Operation • The main differences between OHSAS 18001 and ISO 45001 • How to effectively apply the ISO 45001 changes to an existing OH&S management system • Understand the new High-Level Structure of ISO 45001 and learn how to apply it to an existing OHSMS management systems • Transition arrangements 	2019/06/10-11	2018/06/06
ZWS 806 Hazardous Waste Management	<ul style="list-style-type: none"> • Characterization of hazardous waste • Management of specific waste types • Waste minimization procedures • Environmental audits • Hazardous waste identification • Hazardous substance segregation • Hazardous waste handling and documentation • Legislation and compliance • Risk assessment and control and cleaner production • Cleaner production • Disposal • Examination 	2019/06/12-14	2019/06/10
ZWS ISO 50001 Energy Management Systems (EnMS)	<ul style="list-style-type: none"> • Why ISO 50001 Energy Management Standard (EnMS) • Business benefits • Basic principle and philosophy of EnMS • ISO 50001 requirements <ul style="list-style-type: none"> ✓ Energy policy ✓ Objectives, targets and action plans ✓ Energy planning ✓ Implementation and operation ✓ Auditing • Integration with other ISO standards • Examination 	2019/06/19-21	2019/06/17

Course Title	Course Outline	Course Dates	Deadline for registration
ZWS ISO 9001:2015 QMS Internal Auditing	<ul style="list-style-type: none"> • Principles and concepts of quality control, assurance and management systems • Analysis and interpretation of requirements • Quality system documentation • Auditing phases, exercises and audit team roles • Auditor characteristics and selection • ZWS ISO 19011:2018 – Guidelines for auditing management systems • Examination 	2019/06/25-28	2019/06/20
Documentation of Quality Management Systems according to ISO 9001:2015	<ul style="list-style-type: none"> • Purpose and benefits of QMS documentation in an organization • General QMS documentation requirements • Specific QMS documentation requirements • QMS Scope, Quality policy and Quality objectives • Organizational process procedures • Work instructions, records and other documents • Development of QMS documentation • QMS documentation management • Pitfalls in QMS documentation • Examination 	2019/06/26-28	2019/06/24
Food safety Management System Lead Auditor ZWS ISO 22000:2018 including FSSC 22000 Ver. 4.1 Requirements Prerequisite programs in Food safety – ISO 2002 series	<ul style="list-style-type: none"> • Important Definitions in Food Safety Management systems & Food Safety Systems Certification • Purpose and benefits of auditing • The difference between 1st, 2nd, and 3rd party audits and other types of audits • Interpretation of ZWS ISO 22000:2018 – Food safety Management systems as a basis for audits • Interpretation of FSSC 22000 Ver. 4.1 requirements • Prerequisite programs in Food Safety Management Systems - ISO 22002 series • Preparing and planning for audits (audit schedules, audit plans, audit checklist) • Performing audits, displaying appropriate lead auditor traits, such as using effective questioning techniques and recording non-conformances • The "Process Approach" to Auditing • Auditor roles and responsibilities • Audit reporting, including grading NCs, writing NCs, developing audit trails and closing meeting. • Auditing principles • Corrective actions and follow up • The Certification Process • Examination • Entry requirements: <i>Delegates should have attended at least a 4-days Development and Implementation Training or a 4- days Internal Auditing on ZWS ISO 22000:2018 Food Safety Management System (attach certified copy of certificate).</i> 	2019/06/24-28	2019/06/19
Root Cause Analysis (RCA)	<ul style="list-style-type: none"> • Introduction to RCA • Definitions • Benefits of RCA • Practical guide to carrying out an RCA • RCA Tools and Techniques • Fishbone/ Ishikawa Diagram • 5 Why's technique • Examination 	2019/06/27-28	2019/06/25

Course Title	Course Outline	Course Dates	Deadline for registration
ZWS ISO 14001 Environmental Management System development and implementation	<ul style="list-style-type: none"> • Background to environmental Management Systems. • Overview of the ISO 14001:2015 Standard. • Environmental Management System Model (Plan – Do-Check- Act). • An overview of environmental risks or opportunities to organizations • Introduction to environmental legislation and global environmental concerns • Identification of environmental aspects and impacts • Requirements, interpretation and intent of the standard • Formulating the basis for the implementation and improvement of ISO 14001 • Examination 	2019/07/02-05	2019/06/28
ZWS ISO 22000:2018 Food Safety Management Systems Development and Implementation (including FSSC 22000 Ver. 4.1 Requirements)	<ul style="list-style-type: none"> • Food safety Management system important Definitions • ZWS ISO 22000:2018 Food Safety Management System Requirements • ZWS ISO /TS 22002: Technical Specification Prerequisite programmes on Food Safety • FSSC 22000 Ver. 4.1 Requirements • Overview of Quality Management Systems • Quality Management principles • Food safety Key elements • The food regulatory system in Zimbabwe and food standards • HACCP Origins and Benefits • Food Safety Hazard Categories and their sources • Food hygiene, Sanitation and Control of Food Safety Hazards • HACCP principles and their Application • Food safety Team, Team Leader, Team members and their Roles • Implementing a Food Safety System Certification and the Certification process • Examination 	2019/07/00-12	2019/07/06
ISO 45001:2018 Occupational Health & Safety Management System	<ul style="list-style-type: none"> • What is an Occupational Health and Safety Management System (OHSMS) • Why an OH&S MS is important to an organization and its benefits • The background of ISO 45001 and its intended outcome • The terms and definitions used • The key concepts and structure of ISO 45001 • The main requirements of ISO 45001 • A typical framework for implementing ISO 45001 following the PDCA cycle • Key concepts and requirements of ISO 45001 from an implementation perspective • The benefits specific to an organization in relation to implementing an effective OHSMS • Examination 	2019/07/16-19	2019/07/12
Basic Food Hygiene – Hazard Analysis and Critical Control Point (HACCP) Development & Implementation	<ul style="list-style-type: none"> • Hazard Analyses Critical Control Point (HACCP) Important definitions • HACCP Origins and Benefits • Food Safety Hazard Categories and their sources • Food hygiene, Sanitation and Control of Food Safety Hazards • HACCP principles and their Application • Principles underpinning the HACCP system • Application of the HACCP principles • Use of HACCP principles in food business operation to control potential food hazards • ZWS 749 – Implementation and management of a hazard analysis and critical control point • Implementation of HACCP system and the Certification process • Introduction to Hazard Analysis and Risk-Based Preventive Control (HARPC) • Examination 	2019/07/23-26	2019/07/19

Course Title	Course Outline	Course Dates	Deadline for registration
ZWS ISO 9001:2015 Quality Management Systems Awareness	<ul style="list-style-type: none"> History and development of quality standards The ISO 9000 family of standards Features, clauses and requirements of ISO 9001:2015 Implementing ISO 9001:2015 QMS in your organization ISO 9001:2015 system certification/registration by SAZ 	201/07/26	2019/07/23
ZWS ISO 9001:2015 QMS Internal Auditing	<ul style="list-style-type: none"> Principles and concepts of quality control, assurance and management systems Analysis and interpretation of requirements Quality system documentation Auditing phases, exercises and audit team roles Auditor characteristics and selection ZWS ISO 19011:2018 – Guidelines for auditing management systems Examination 	2019/07/23-26	2019/07/19
ISO 45001:2018 Occupational Health and Safety Management Systems Transition	<ul style="list-style-type: none"> New and revised terms and definitions applicable to ISO 45001 New requirements relating to Context, Leadership, Planning, Support and Operation The main differences between OHSAS 18001 and ISO 45001 How to effectively apply the ISO 45001 changes to an existing OH&S management system Understand the new High-Level Structure of ISO 45001 and learn how to apply it to an existing OH&S MS Transition arrangements 	2019/07/29-30	2019/07/25
Quality Assurance Part II <i>(In collaboration with University of Zimbabwe – Business Studies Department)</i>	<ul style="list-style-type: none"> Costing Designing quality control systems Sampling inspection – 2 Analysis frequency distributions Managing quality assurance systems Using computers for the control of quality Evaluating and predicting reliability Designing and using quality control charts Examination 	2019/08/05-09	2019/08/01
ZWS ISO 9001:2015 Quality Management Systems Awareness	<ul style="list-style-type: none"> History and development of quality standards The ISO 9000 family of standards Features, clauses and requirements of ISO 9001:2015 Implementing ISO 9001:2015 QMS in your organization ISO 9001:2015 system certification/registration by SAZ 	2019/08/ 09	2019/08/05
ZWS ISO 14001 Environmental Management Systems Internal Auditing	<ul style="list-style-type: none"> EMS concepts ISO 14001:2015 Requirements Overview of ISO 14001:2015 elements Auditing ISO 14001:2015 elements Principles of life cycle assessment and Environmental risk/aspect based auditing. Generic Management Systems Auditing Auditing ISO 14001:2015 clauses – what auditors should look for? Examination 	2019/08/19-21	2019/08/14
ZWS ISO 22000:2018 Transition	<ul style="list-style-type: none"> History of ZWS ISO 22000 Difference between ZWS ISO 22000:2005 vs ZWS ISO 22000:2018 Annex SL and how it impacts ISO 22000 Highlights of ZWS ISO 22000:2018 additional requirements Detailed review of ZWS ISO 22000:2018 sections with detailed explanations Implementation and transition to ZWS ISO 22000:2018 	2019/08/22-23	2019/08/19


Course Title	Course Outline	Course Dates	Deadline for registration
ZWS ISO 9001:2015 Quality Management Systems Development and Implementation	<ul style="list-style-type: none"> • Understanding quality concept, the purpose and rational for a QMS • The PDCA cycle • The benefits of a quality management systems • The quality management principles and their application in organizations • Quality management systems process approach • The four-tie quality management system documentation model • Implementation of ISO 9001 standard requirements • Application and interpretation of quality management principles and requirements • Examination 	2019/08/20 - 23	2019/08/16
ZWS ISO 22000:2018 Food Safety Management Systems Development and Implementation (including FSSC 22000 Ver. 4.1 Requirements)	<ul style="list-style-type: none"> • Food safety Management system important Definitions • ZWS ISO 22000:2018 Food Safety Management System Requirements • ZWS ISO /TS 22002: Technical Specification Prerequisite programmes on Food Safety • FSSC 22000 Ver. 4.1 Requirements • Overview of Quality Management Systems • Quality Management principles • Food safety Key elements • The food regulatory system in Zimbabwe and food standards • HACCP Origins and Benefits • Food Safety Hazard Categories and their sources • Food hygiene, Sanitation and Control of Food Safety Hazards • HACCP principles and their Application • Food safety Team, Team Leader, Team members and their Roles • Implementing a Food Safety System Certification and the Certification process • Examination 	2019/08/27 - 30	2019/08/22
Occupational Health and Safety Legal Requirements for Zimbabwe Industries	<ul style="list-style-type: none"> • The National OHS Policy 2014 overview • The Law as a tool to prevent work place injuries and illnesses (SI 68 of 1990) • The law and Occupational incident handling (SI 68 of 1990, RGN 263 of 1976, SI 109 of 1990) • Factories and Works Act and Regulations Overview • Introduction to Mining Safety and Health Law • Risk specific legal requirements 	2019/08/26 – 30	2019/08/21
 ZWS ISO 9001:2015 Lead Auditor Registered	<ul style="list-style-type: none"> • Purpose and benefits of auditing • The difference between 1st, 2nd, and 3rd party audits and other types of audits • Interpretation of ZWS ISO 9001:2015 - Quality Management Systems as a basis for audits • Seven Quality Management Principles • Preparing and planning for audits (audit schedules, audit plans, audit checklist) • Performing audits, displaying appropriate lead auditor traits, such as using effective questioning techniques and recording non-conformances • ZWS ISO 19011:2018 – Guidelines for auditing management systems • ZWS ISO 17021 - Requirements • The "Process Approach" to Auditing • Role of the Lead Auditor (Audit management) • Report writing and follow-up on corrective actions • Auditing principles • Explaining the process of certification • Examination <p><i>Entry requirements: Delegates should have attended at least a 4-day Development and Implementation Training or a 4- day Internal Auditing on ZWS ISO 9001:2015 Quality Management Systems (attach certified copy of certificate).</i></p> <p>Examination</p>	2019/09/2 - 6	2019/08/27

Course Title	Course Outline	Course Dates	Deadline for registration
ZWS ISO 9001:2015 QMS Internal Auditing	<ul style="list-style-type: none"> • Principles and concepts of quality control, assurance and management systems • Analysis and interpretation of requirements • Quality system documentation • Auditing phases, exercises and audit team roles • Auditor characteristics and selection • ZWS ISO 19011:2018 – Guidelines for auditing management systems • Examination 	2019/09/10 - 13	2019/09/06
Quality Assurance Part 1 <i>(In collaboration with University of Zimbabwe – Business Studies Department)</i>	<ul style="list-style-type: none"> • Identify the function of quality assurance • Identify elements of quality control • Describe & explain the elements of quality control systems • State the functions of quality control • Explain the relationship between quality to reliability, price and delivery • Explain the relationship between quality and other considerations • Explain the concept of feedback • Define terms relating to quality assurance and reliability • Examination 	2019/09/16 - 20	2019/09/12
ZWS ISO 14001 Environmental Management System development and implementation	<ul style="list-style-type: none"> • Background to environmental Management Systems. • Overview of the ISO 14001:2015 Standard. • Environmental Management System Model (Plan – Do-Check- Act). • An overview of environmental risks or opportunities to organizations • Introduction to environmental legislation and global environmental concerns • Identification of environmental aspects and impacts • Requirements, interpretation and intent of the standard • Formulating the basis for the implementation and improvement of ISO 14001 • Examination 	2019/09/17-20	2019/09/12
ISO 45001:2018 Occupational Health & Safety Management System	<ul style="list-style-type: none"> • What is an Occupational Health and Safety Management System (OHSMS) • Why an OH&S MS is important to an organization and its benefits • The background of ISO 45001 and its intended outcome • The terms and definitions used • The key concepts and structure of ISO 45001 • The main requirements of ISO 45001 • A typical framework for implementing ISO 45001 following the PDCA cycle • Key concepts and requirements of ISO 45001 from an implementation perspective • The benefits specific to an organization in relation to implementing an effective OHSMS • Examination 	2019/09/24-27	2019/09/20
Documentation of Quality Management Systems according to ISO 9001:2015	<ul style="list-style-type: none"> • Purpose and benefits of QMS documentation in an organization • General QMS documentation requirements • Specific QMS documentation requirements • QMS Scope, Quality policy and Quality objectives • Organizational process procedures • Work instructions, records and other documents • Development of QMS documentation • QMS documentation management • Pitfalls in QMS documentation • Examination 	2019/09/23-25	2019/09/19

Course Title	Course Outline	Course Dates	Deadline for registration
Enterprise Risk Management ISO 31000	<ul style="list-style-type: none"> • Describe the fundamentals of risk management • Explain the fundamentals of a risk management system • Describe the relevance and context of ISO 31000:2018 • Outline the structure and purpose of ISO 31000:2018 • Elaborate on the key principles of ISO 31000:2018 • Identify key aspects and interrelationships of a risk management framework with the organization's management system • Describe the risk management process • Outline a process for implementation of a risk management framework • Examination 	2019/09/25-27	2019/09/20
ZWS 806 Hazardous Waste Management	<ul style="list-style-type: none"> • Characterization of hazardous waste • Management of specific waste types • Waste minimization procedures • Hazardous waste identification • Hazardous substance segregation • Hazardous waste handling and documentation • Legislation and compliance • Risk assessment and control and cleaner production • Cleaner production • Disposal • Environmental audits • Examination 	2019/09/25-27	2019/09/20
Root Cause Analysis (RCA)	<ul style="list-style-type: none"> • Introduction to RCA • Definitions • Benefits of RCA • Practical guide to carrying out an RCA • RCA Tools and Techniques • Fishbone/ Ishikawa Diagram • 5 Why's technique • Examination 	2019/09/26-27	2019/09/23
ZWS ISO 50001 Energy Management Systems (EnMS)	<ul style="list-style-type: none"> • Why ISO 50001 Energy Management Standard (EnMS) • Business benefits • Basic principle and philosophy of EnMS • ISO 50001 requirements <ul style="list-style-type: none"> ✓ Energy policy ✓ Objectives, targets and action plans ✓ Energy planning ✓ Implementation and operation ✓ Auditing • Integration with other ISO standards • Examination • 	2019/10/02-04	2019/09/30
ZWS ISO 9001:2015 Quality Management Systems Awareness	<ul style="list-style-type: none"> • History and development of quality standards • The ISO 9000 family of standards • Features, clauses and requirements of ISO 9001:2015 • Implementing ISO 9001:2015 QMS in your organization • ISO 9001:2015 system certification/registration by SAZ 	2019/10/04	2019/10/01

Course Title	Course Outline	Course Dates	Deadline for registration
Basic Food Hygiene Hazard Analysis and Critical Control Point (HACCP) Development & Implementation	<ul style="list-style-type: none"> • Hazard Analyses Critical Control Point (HACCP) Important definitions • HACCP Origins and Benefits • Food Safety Hazard Categories and their sources • Food hygiene, Sanitation and Control of Food Safety Hazards • HACCP principles and their Application • Principles underpinning the HACCP system • Application of the HACCP principles • Use of HACCP principles in food business operation to control potential food hazards • ZWS 749 – Implementation and management of a hazard analysis and critical control point • Implementation of HACCP system and the Certification process • Introduction to Hazard Analysis and Risk-Based Preventive Control (HARPC) • Examination 	2019/10/08-11	2019/10/04
ZWS ISO 22000:2018 Food Safety Management Systems Development and Implementation (including FSSC 22000 Ver. 4.1 Requirements)	<ul style="list-style-type: none"> • Food safety Management system important Definitions • ZWS ISO 22000:2018 Food Safety Management System Requirements • ZWS ISO /TS 22002: Technical Specification Prerequisite programmes on Food Safety • FSSC 22000 Ver. 4.1 Requirements • Overview of Quality Management Systems • Quality Management principles • Food safety Key elements • The food regulatory system in Zimbabwe and food standards • HACCP Origins and Benefits • Food Safety Hazard Categories and their sources • Food hygiene, Sanitation and Control of Food Safety Hazards • HACCP principles and their Application • Food safety Team, Team Leader, Team members and their Roles • Implementing a Food Safety System Certification and the Certification process • Examination 	2019/10/15- 18	2019/10/10
ZWS ISO 9001:2015 Quality Management Systems Development & Implementation	<ul style="list-style-type: none"> • Understanding quality concept, the purpose and rational for a QMS • The PDCA cycle • The benefits of a quality management systems • The quality management principles and their application in organizations • Quality management systems process approach • The four-tie quality management system documentation model • Implementation of ISO 9001 standard requirements • Application and interpretation of quality management principles and requirements • Examination 	2019/10/22- 25	2019/10/18
ZWS ISO 14001 Environmental Management System Internal Auditing	<ul style="list-style-type: none"> • ISO 14001:2015 Requirements • Overview of ISO 14001:2015 elements • Auditing ISO 14001:2015 elements • Principles of life cycle assessment and Environmental risk/aspect based auditing. • Generic Management Systems Auditing • Auditing ISO 14001:2015 clauses – what auditors should look for? • Examination 	2019/10/23- 25	2019/10/18
ISO 45001:2018 Occupational Health and Safety Management Systems Transition	<ul style="list-style-type: none"> • New and revised terms and definitions applicable to ISO 45001 • New requirements relating to Context, Leadership, Planning, Support and Operation • The main differences between OHSAS 18001 and ISO 45001 • How to effectively apply the ISO 45001 changes to an existing OH&S management system • Understand the new High-Level Structure of ISO 45001 and learn how to apply it to an existing OH&S MS • Transition arrangements 	2019/10/24-25	2019/10/21

Course Title	Course Outline	Course Dates	Deadline for registration
Documentation of Quality Management Systems according to ISO 9001:2015	<ul style="list-style-type: none"> • Purpose and benefits of QMS documentation in an organization • General QMS documentation requirements • Specific QMS documentation requirements • QMS Scope, Quality policy and Quality objectives • Organizational process procedures • Work instructions, records and other documents • Development of QMS documentation • QMS documentation management • Pitfalls in QMS documentation • Examination 	2019/10/28-30	2019/10/24
Basic Food Hygiene Hazard Analysis and Critical Control Point (HACCP) Development & Implementation	<ul style="list-style-type: none"> • Hazard Analyses Critical Control Point (HACCP) Important definitions • HACCP Origins and Benefits • Food Safety Hazard Categories and their sources • Food hygiene, Sanitation and Control of Food Safety Hazards • HACCP principles and their Application • Principles underpinning the HACCP system • Application of the HACCP principles • Use of HACCP principles in food business operation to control potential food hazards • ZWS 749 – Implementation and management of a hazard analysis and critical control point • Implementation of HACCP system and the Certification process • Introduction to Hazard Analysis and Risk-Based Preventive Control (HARPC) <p>Examination</p>	2019/11/05-08	2019/11/01
ISO 45001:2018 Occupational Health & Safety Management Systems	<ul style="list-style-type: none"> • What is an Occupational Health and Safety Management System (OHSMS) • Why an OH&S MS is important to an organization and its benefits • The background of ISO 45001 and its intended outcome • The terms and definitions used • The key concepts and structure of ISO 45001 • The main requirements of ISO 45001 • A typical framework for implementing ISO 45001 following the PDCA cycle • Key concepts and requirements of ISO 45001 from an implementation perspective • The benefits specific to an organization in relation to implementing an effective OHSMS • Examination 	2019/11/05-08	2019/11/01
Quality Assurance Part II <i>(In collaboration with University of Zimbabwe – Business Studies Department)</i>	<ul style="list-style-type: none"> • Costing • Designing quality control systems • Sampling inspection – 2 • Analysis frequency distributions • Managing quality assurance systems • Using computers for the control of quality • Evaluating and predicting reliability • Designing and using quality control charts • Examination 	2019/11/11-15	2019/11/07
ZWS ISO 14001 Environmental Management System development and implementation	<ul style="list-style-type: none"> • Background to environmental Management Systems. • Overview of the ISO 14001:2015 Standard. • Environmental Management System Model (Plan – Do-Check- Act). • An overview of environmental risks or opportunities to organizations • Introduction to environmental legislation and global environmental concerns • Identification of environmental aspects and impacts • Requirements, interpretation and intent of the standard • Formulating the basis for the implementation and improvement of ISO 14001 • Examination 	2019/11/11-14	2019/11/07

Course Title	Course Outline	Course Dates	Deadline for registration
ZWS ISO 9001:2015 QMS Internal Auditing	<ul style="list-style-type: none"> Principles and concepts of quality control, assurance and management systems Analysis and interpretation of requirements Quality system documentation Auditing phases, exercises and audit team roles Auditor characteristics and selection ZWS ISO 19011:2018 – Guidelines for auditing management systems Examination 	2019/11/12 - 15	2019/11/08
ZWS ISO 9001:2015 Lead Auditor  Registered	<ul style="list-style-type: none"> Purpose and benefits of auditing The difference between 1st, 2nd, and 3rd party audits and other types of audits Interpretation of ZWS ISO 9001:2015 - Quality Management Systems as a basis for audits Seven Quality Management Principles Preparing and planning for audits (audit schedules, audit plans, audit checklist) Performing audits, displaying appropriate lead auditor traits, such as using effective questioning techniques and recording non-conformances ZWS ISO 19011:2018 – Guidelines for auditing management systems ZWS ISO 17021 - Requirements The "Process Approach" to Auditing Role of the Lead Auditor (Audit management) Report writing and follow-up on corrective actions Auditing principles Explaining the process of certification Examination <p>Entry requirements: Delegates should have attended at least 4-days Development and Implementation Training / Internal Auditing on ZWS ISO 9001:2015 Quality Management Systems or covered a two-day training course on ZWS ISO 9001:2015 Quality Management Systems (attach certified copy of certificate).</p> <p>Examination</p>	2019/11/18 - 22	2019/11/16
ZWS ISO 9001:2015 Quality Management Systems Awareness	<ul style="list-style-type: none"> History and development of quality standards The ISO 9000 family of standards Features, clauses and requirements of ISO 9001:2015 Implementing ISO 9001:2015 QMS in your organization ISO 9001:2015 system certification/registration by SAZ 	2019/11/22	2019/11/20
Documentation of Quality Management Systems according to ISO 9001:2015	<ul style="list-style-type: none"> Purpose and benefits of QMS documentation in an organization General QMS documentation requirements Specific QMS documentation requirements QMS Scope, Quality policy and Quality objectives Organizational process procedures Work instructions, records and other documents Development of QMS documentation QMS documentation management Pitfalls in QMS documentation Examination 	2019/11/25- 27	2019/11/20

Course Title	Course Outline	Course Dates	Deadline for registration
ISO 45001:2018 Occupational Health & Safety Management Systems Development and Implementation	<ul style="list-style-type: none"> • What is an Occupational Health and Safety Management System (OHSMS) • Why an OH&S MS is important to an organization and its benefits • The background of ISO 45001 and its intended outcome • The terms and definitions used • The key concepts and structure of ISO 45001 • The main requirements of ISO 45001 • A typical framework for implementing ISO 45001 following the PDCA cycle • Key concepts and requirements of ISO 45001 from an implementation perspective • The benefits specific to an organization in relation to implementing an effective OHSMS • Examination 	2019/12/03-06	2019/11/29
ZWS ISO 22000:2018 Transition	<ul style="list-style-type: none"> • History of ZWS ISO 22000 • Difference between ZWS ISO 22000:2005 vs ZWS ISO 22000:2018 • Annex SL and how it impacts ISO 22000 • Highlights of ZWS ISO 22000:2018 additional requirements • Detailed review of ZWS ISO 22000:2018 sections with detailed explanations • Implementation and transition to ZWS ISO 22000:2018 	2019/12/05-06	2019/12/02
ZWS ISO 9001:2015 Quality Management Systems Development and Implementation	<ul style="list-style-type: none"> • Understanding quality concept, the purpose and rationale for a QMS • The PDCA cycle • The benefits of a quality management systems • The quality management principles and their application in organizations • Quality management systems process approach • The four-tie quality management system documentation model • Implementation of ISO 9001 standard requirements • Application and interpretation of quality management principles and requirements • Examination 	2019/12/10-13	2019/12/05
ZWS ISO 9001:2015 Quality Management Systems Development and Implementation	<ul style="list-style-type: none"> • Understanding quality concept, the purpose and rationale for a QMS • The PDCA cycle • The benefits of a quality management systems • The quality management principles and their application in organizations • Quality management systems process approach • The four-tie quality management system documentation model • Implementation of ISO 9001 standard requirements • Application and interpretation of quality management principles and requirements • Examination 	2019/12/10-13	2019/12/05
Root Cause Analysis (RCA)	<ul style="list-style-type: none"> • Introduction to RCA • Definitions • Benefits of RCA • Practical guide to carrying out an RCA • RCA Tools and Techniques • Fishbone/ Ishikawa Diagram • 5 Why's technique 	2019/12/16-17	2019/12/12

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