



INNOVATIVE QUALITY PRODUCTS AND SYSTEMS

Provides services to companies desiring to implement or improve their business management system, including the manufacturing and software development areas.



Consulting

- ISO 9001
- TS-16949
- ISO 14001
- ISO 27001

Training

- ISO 9001
- Corrective Action
- Internal Auditing
- Software Quality

Auditing

Provide independent Quality and Environmental Management Systems, Auditing services and support for small companies, reducing load on invaluable internal staff resources.

- These audits are suitable to be presented for registration and certification third party audits.

Design

IQPS provides productivity support services, such as Equipment Design and Processing Modeling.

ISO 9001 / TS-16949

Provide a practical approach to implementing ISO 9001 and sector-specific requirements for manufacturing and software development areas. IAQB Qualified Auditor for TS-16949.

ISO 14001

Provide a practical approach for an effective environmental management system.

ISO 27001

Provide consultation for independent certification of companies Information Security Management Systems (ISMS).

Combined Quality and Environmental Management Systems

Provide consultation and expertise.

Training

Corrective Action | Auditing | Software Quality

ISO 9001 Interpretations Course

Introductory course overviews the purpose and content of the ISO 9001 standard, and examines the business planning concepts behind the new ISO to improve the bottom-line. A top management version focuses on development and deployment of strategic business goals, as well as an employee-based version which addresses concerns about the audit process.

Corrective Action/Root Cause Analysis Course

The techniques to really identify the root cause(s) and solve the problem! A checklist provided in the class assists you in learning the approach to answering a seven-step corrective action process.

Internal Auditing Course

Develop your internal auditors through the understanding of closing process loops such as purchasing and receiving inspection. An opportunity to discuss the "people side" of auditing, such as auditing the people you have to "live with".

Software Quality Engineering Course

How to document and implement an ISO-certifiable quality system using a software life cycle model, which promotes measurement and cost-effective continuous improvement.

Certified Software Quality Engineering (CSQE) Refresher Course

(Online interactive course)

ON-SITE COURSES AVAILABLE:

- ISO 9001
- Correction Action Analysis
- Internal Auditing
- Software Quality Engineering

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COURSE OUTLINE FOR ROOT CAUSE ANALYSIS/PROBLEM SOLVING

Using your company's own examples of corrective actions, we will discuss, understand and apply the seven-step process to better appreciate the application of corrective action to prevent re-occurrence.

COURSE OUTLINE FOR INTERNAL AUDITING

Learn the purpose and objectives of audits with their respect to external versus internal audits. Understand roles and responsibilities of auditors, planning the audit and audit execution.

INTERNAL AUDITOR TRAINING ONLINE SELF STUDY COURSE

All quality managers, internal auditors and individuals who want to become an internal auditor and cannot attend a formal class setting, should take this Internal Auditing Training Course.

CERTIFIED SOFTWARE QUALITY ENGINEER REFRESHER COURSE

This course is based on the ASQ Body of Knowledge and provides a comprehensive presentation of all aspects of software quality engineering in preparation for the Certified Software Quality Engineer (CSQE) Examination. An exam that is offered by ASQ twice a year in June and December. Fundamentals discussed will improve your understanding of the software development process and management for continuous improvement. Practical experience is drawn upon to teach the finer points of project management such as managing stakeholder expectations, planning and managing risk. The ISO 9001 quality standard and ISO/IEC 90003 guideline for software development are discussed in detail, including their application to contractual supplier management.

Participants will learn:

- Quality Philosophies and Principles
- Software Development Models
- Software Inspection & Test Methods
- Software Maintenance
- Configuration Management
- Software Metrics
- Software Audits & TICK-IT Familiarization

*A proven CSQE Refresher Course is available on-line at www.iqps.net for those of you planning on taking the semi-annual ASQ certification exam. The classroom version of this course has a **95% pass rate** for the last 10 years in the Pittsburgh area, home of the Software Engineering Institute (SEI). Based on historical performance, most students yield around 50% or less without having any prior training class. If you did not yield a greater than 85% performance on our practice test, then taking our refresher course is warranted. **Cost: \$495***

CHECK FOR DISCOUNTS AT WWW.IQPS.NET

Robin Dudash, President/Instructor

CQ Manager, CSQE, CRE, CQE, CQA, CCT, ANAB-LA

- Senior ASQ member since 1994
- ASQ Education Chair for the last 14 consecutive years
- Conducts consulting for ISO/TS-16949 and ISO 14001 environmental quality system development, training services and internal quality auditing for smaller staffed companies.
- Subcontracted Lead Assessor for SRI (Steel Related Industries Registrar)
- Previously involved with the project planning and certification efforts for a multi-site ISO/QS-9000 registration for a Specialty Flat-Rolled Steel company. Her responsibilities also included internal audits and supplier quality assurance audits. Prior assignments included Area Technical Manager for process control functions for all strip finishing, which included 23 operating units, processing stainless and electrical coils from hot band to ship. Managing a team of engineers and welding & metallurgical technicians, efforts focused on identification and management of key process variables, continuous improvement projects and resolution of customer complaints.
- A design leader at a Major Pittsburgh Engineering company with responsibility for the Q-BOP/Caster Computer Control System in excess of \$2 million at a major Carbon Steel producer. Projects were fully automated control systems and contracted to attain 99.9% system reliability. While attending college and after college, she was a Systems Engineer developing optimized computer models for BOF charging and cold mill rolling performance.
- Taught an ISO 9001 Interpretations class at Butler County Community College.
- Was a substitute professor for an Internal Auditing class also held at the Community College. For ASQ examination, teaches a Certified Software Engineering Refresher course.
- Accredited IAQB Qualified Auditor for TS-16949
- Accredited Lead Auditor ISO 27001



*"Robin has been performing our internal audits for a number of years. Through her knowledge of industry as well as the various ISO requirements, she makes a significant contribution to our ISO 14001 system." Ron Hardesty, EH&S - **Dana Glacier Vandervell Co. - OH***

*"Robin Dudash of IQPS has been instrumental in our receiving our ISO 9000 certification. Her knowledge and professional attitude have created an excellent atmosphere to complete our tasks. We feel very confident that we are in complete compliance with Robin's Direction. We would recommend her highly." Chuck Kempf, General Manager - **Mitchell and Westerman, Inc. - PA***

*"Robin has given a lot of excellent input regarding to the new standard and my manual and therefore improving the system. Thank you for all your expertise." Yvonne Hosking, Quality Manager - **Olympic Steel, Inc. - PA***

*"Robin is a very knowledgeable instructor. The feedback from our internal auditing class attendees was that "she really knows her stuff" and that they learned a lot about internal auditing techniques. Within 2 days of Robin's class we were already applying the information learned." Cynthia Hann, Quality Systems Manager - **Dalton Corporation - IN***