

STANDARDS ASSOCIATION OF ZIMBABWE (SAZ) 2024 TRAINING CALENDAR



***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. 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 for live trainings

Participants should make their own travelling and accommodation arrangements.

Virtual Trainings requirements

Virtual trainings participants must have reliable internet connectivity. Online training courses will be conducted through Microsoft Teams and Zoom platform.

Course presentation

Courses will be presented in English. 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. We are also conducting our courses online.


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 Principles of Quality Management System Features, clauses and requirements of ISO 9001:2015 Implementing ISO 9001:2015 QMS in your organization ISO 9001:2015 system certification/registration by SAZ 	2024/01/12	2024/01/10
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 <p>Examination</p>	2024/01/24-26	2024/01/22
ISO 45001:2018 Occupational Health & Safety Management Systems Development and Implementation	<ul style="list-style-type: none"> Introduction to Occupational Health and Safety Management System (OHSMS) Importance and benefits of an OH&S MS The background of ISO 45001 and its intended outcome The terms and definitions used The key concepts and structure of ISO 45001 The PDCA cycle The main requirements of ISO 45001 Framework for implementing ISO 45001 Key concepts and requirements of ISO 45001 from an implementation perspective Certification process of OHSMS <p>Examination</p>	2024/01/29 – 2024/02/02	2024/01/26
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 Certification process of the Quality Management System <p>Examination</p>	2024/02/05-09	2024/02/02
ZWS ISO 22000:2018 Food Safety Management Systems Development and Implementation (including FSSC 22000 Ver.6.1 Requirements)	<ul style="list-style-type: none"> Food safety Overview of Food Safety Management Systems Management System principles Food safety Key elements The food safety regulatory system in Zimbabwe and food standards Food Safety Hazard Categories and their sources Food hygiene, Sanitation and Control of Food Safety Hazards HACCP principles, Application and HACCP Origins and Benefits Food safety Team, Team Leader, Team members and their Roles ZWS ISO 22000:2018 Food Safety Management System Requirements ZWS ISO /TS 22002: Technical Specification Prerequisite Programmes Implementing a Food Safety System Certification and the Certification process <p>Examination</p>	2024/02/12-16	2024/02/09
ISO 55001:2014 Asset Management Systems Awareness	<ul style="list-style-type: none"> Understanding development of standards process Understanding the role of ISO and SAZ Understanding of the ISO 55001 standard (high level) Understanding of the benefits of Asset Management Systems (AMS) Understanding of the process of setting up an AMS and certification process 	2024-02/16	2024/02/14


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 Principles of Quality Management System Features, clauses and requirements of ISO 9001:2015 Implementing ISO 9001:2015 QMS in your organization ISO 9001:2015 system certification/registration by SAZ 	2024/02/16	2024/02/14
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	2024/02/19-21	2024/02/15
ISO 9001:2015 Quality Management Systems 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	2024/02/27 2024/03/01	2024/02/23
Basic Food Hygiene – Hazard Analysis and Critical Control Point (HACCP) Development and Implementation	<ul style="list-style-type: none"> Hazard Analysis 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	2024/03/04-08	2024/02/29
ZWS ISO 55001 Asset Management Systems Development and Implementation	<ul style="list-style-type: none"> Understanding the Risk Based Thinking approach to business Understanding the Context of the organization Identification of Interested parties and how they impact the business Establishing and Asset Management System(AMS) Policy Establishing AMS Objectives Establishing AMS Procedures framework Higher emphasis on performance monitoring and integration with other business activities Enhancement of process approach PDCA Decentralization of the system and spread of responsibilities for the AMS throughout the organization Greater engagement of top management in the AMS Examination	2024/03/04-08	2024/02/29

Course Title	Course Outline	Course Dates	Deadline for registration
ISO 27001:2022 Information Security Management Systems Development and Implementation Course	<ul style="list-style-type: none"> The scope and purpose of ISO/IEC 27001 and how it can be used The key terms and definitions used in the ISO/IEC 2700 series The fundamental requirements for an ISMS in ISO/IEC 27001 and the need for continual improvement The processes, their objectives and high level requirements Applicability and scope definition requirements Use of controls to mitigate IS risks The purpose of internal audits and external certification audits, their operation and the associated terminology <p>Examination</p>	2024/03/04-8	2024/02/29
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 <p>Examination</p> <p>Entry requirements: <i>Delegates should have attended at least a 5-days Development and Implementation course (attach certified copy of certificate).</i></p>	2024/03/11- 15	2024/03/06
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 <p>Examination</p>	2024/03/11-15	2018/03/07
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 <p>Examination</p>	2024/03/19-22	2024/03/ 15
Safety Health Environment and Quality Management Representative course (SHEQ)	<ul style="list-style-type: none"> Analysis of learner's knowledge and learning needs Introduction to SHEQ Management Systems Standards Duties of SHE Rep SHEQ Audit/Inspection Emergency Preparedness and Response Plan Graphical Communication within Workplaces Introduction to Management Systems Applicable Laws and International Conventions Emergency Preparedness and Response Waste Management <p>Examination</p>	2024/03/18-22	2024/03/14

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	2024/03/20 - 22	2024/03/18
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	2024/03/25-27	2024/03/21
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 • Principles of Quality Management System • 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/ 27	2024/03/25
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	2024/04/03-05	2024/04/03
ZWS ISO 22000:2018 Food Safety Management Systems Internal Auditing (including FSSC 22000 Ver. 5.1 Requirements)	<ul style="list-style-type: none"> • Principles and fundamentals of Food safety management systems • Food Safety Management System Standards • Analysis and interpretation of ISO 22000:2018 requirements • Auditing phases, • Exercises and audit team roles • Auditor characteristics and selection • ZWS ISO 19011:2018 – Guidelines for auditing management systems Examination	2024/04/09-12	2024/04/04
ZWS 992:2019 HIV and Wellness Management System (HWMS)	<ul style="list-style-type: none"> • Gaining an understanding of the HWMS standard • Planning for the implementation of a HW management system • Implementation of a HW management system • HW management system monitoring and continual improvement • HW management system certification process • Reduction and ultimately elimination of incidences and risk of death and serious injury related to HIV and other non-communicable diseases Examination	2024/04/10-12	2024/04/08
Certificate in Standardization (in collaboration with ARSO and Catholic University of Zimbabwe)		2024/03/23	2024-07-31

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	2024/04/22-26	2024/04/18
ZWS ISO 50001 Energy Management Systems (EnMS) Development and Implementation	<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	2024/04/22-26	2024/04/18
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	2024/04/22-26	2024/04/18
Integrated Management System (IMS) ISO 9001/14001/ 45001 Development and Implementation	<ul style="list-style-type: none"> • Scope of Quality, Environmental, and OHS systems within an integrated Management Systems • The importance of risk-based thinking and the process approach • Organizational context and its implication for modern management systems • Documentation requirements of the system • Life cycle management within management systems • The application of HIRAC within an organization • Auditing requirements • Organizational Hazards and Controls • Aspects and Impacts • Review of Integrated Management System requirement Examination	2024/04/22-26	2024/04/18
ISO 45001:2015 Occupational Health and Safety Management Systems Internal Auditing	<ul style="list-style-type: none"> • ISO 45001:2018 Requirements • Overview of ISO 45001:2018 elements • Auditing ISO 45001:2018 elements • Risk/Process based auditing • Generic Management Systems Auditing • Guidelines for auditing management systems • Auditing ISO 45001:2018 clauses-what auditors should look for? Examination	2024/05/02-05	2024/04/27
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 	2024/05/03	2024/04/30

Course Title	Course Outline	Course Dates	Deadline for registration
ZWS ISO 9001:2015 Quality Management Systems 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	2024/05/07-10	2024/05/02
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	2024/05/08-10	2024/05/06
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	2024/05/13-17	2024/05/09
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-tie quality management system documentation model Implementation of ISO 9001 standard requirements Application and interpretation of quality management principles and requirements Examination	2024/05/20-24	2024/05/16
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	2024/05/20-24	2024/05/16
ZWS ISO 14001 Environmental Management Systems Internal Auditing	<ul style="list-style-type: none"> Understanding the Risk Based Thinking approach to business Understanding the Context of the organization Identification of Interested parties and how they impact the business Establishing and Asset Management System(AMS) Policy Establishing AMS Objectives Establishing AMS Procedures framework Higher emphasis on performance monitoring and integration with other business activities Enhancement of process approach PDCA Decentralization of the system and spread of responsibilities for the AMS throughout the organization Greater engagement of top management in the AMS Examination	2024/05/21-24	2024/05/16


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	2024/05/22-24	2024/05/20
ISO 27001:2022 Information Security Management Systems Internal Auditing	<ul style="list-style-type: none"> • Principles and concepts of ISMS • Analysis and interpretation of requirements • ISMS documentation • Auditing phases, exercises and audit team roles • Overview of Annex A • Auditor characteristics and selection • Conducting the audit • Presenting reports Examination	2024/05/28-31	2024/05/26
ZWS ISO 9001:2015 Quality Management Systems 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	2024/06/04-07	2024/05/31
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	2024/06/17-21	2018/06/13
ZWS ISO 9001:2015 Quality Management Systems 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 a 5-days Development and Implementation course (attach certified copy of certificate).</p>	2024/06/10-14	2024/06/05

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	2024/06/17-21	2024/06/13
Basic Food Hygiene – Hazard Analysis and Critical Control Point (HACCP) Development and Implementation	<ul style="list-style-type: none"> Hazard Analysis 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	2024/06/24-28	2024/06/20
Safety Health Environment and Quality Management Representative course (SHEQ)	<ul style="list-style-type: none"> Analysis of learner's knowledge and learning needs Introduction to SHEQ Management Systems Standards Duties of SHE Rep SHEQ Audit/Inspection Emergency Preparedness and Response Plan Graphical Communication within Workplaces Introduction to Management Systems Applicable Laws and International Conventions Emergency Preparedness and Response Waste Management Examination	2024/06/24-28	2024/06/20
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	2024/06/26-28	2024/06/24
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	2024/06/26-28	2024/06/24
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 	2024/06/26-28	2024/06/24

Course Title	Course Outline	Course Dates	Deadline for registration
ZWS ISO 22000:2018 Food Safety Management Systems Development and Implementation (including FSSC 22000 Ver.6 Requirements)	<ul style="list-style-type: none"> • Food safety • Overview of Food Safety Management Systems • Management System principles • Food safety Key elements • The food safety regulatory system in Zimbabwe and food standards • Food Safety Hazard Categories and their sources • Food hygiene, Sanitation and Control of Food Safety Hazards • HACCP principles, Application and HACCP Origins and Benefits • Food safety Team, Team Leader, Team members and their Roles • ZWS ISO 22000:2018 Food Safety Management System Requirements • ZWS ISO /TS 22002: Technical Specification Prerequisite Programmes • Implementing a Food Safety System Certification and the Certification process <p>Examination</p>	2024/07/01-05	2024/06/27
ISO 45001:2018 Occupational Health & Safety Management Systems Internal Auditing	<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 <p>Examination</p>	2024/07/02-05	2024/06/27
ISO 55001 Asset Management Internal Auditing	<ul style="list-style-type: none"> • Understanding the Risk Based Thinking approach to business • Understanding the Context of the organization • Identification of Interested parties and how they impact the business • Establishing and Asset Management System(AMS) Policy • Establishing AMS Objectives • Establishing AMS Procedures framework • Higher emphasis on performance monitoring and integration with other business activities • Enhancement of process approach PDCA • Decentralization of the system and spread of responsibilities for the AMS throughout the organization • Greater engagement of top management in the AMS <p>Examination</p>	2024/07/02-05	2024/06/27
ZWS ISO 14001 Environmental Management System Internal Auditing	<ul style="list-style-type: none"> • Understanding the Risk Based Thinking approach to business • Understanding the Context of the organization • Identification of Interested parties and how they impact the business • Establishing and Asset Management System(AMS) Policy • Establishing AMS Objectives • Establishing AMS Procedures framework • Higher emphasis on performance monitoring and integration with other business activities • Enhancement of process approach PDCA • Decentralization of the system and spread of responsibilities for the AMS throughout the organization • Greater engagement of top management in the AMS <p>Examination</p>	2024/07/09-12	2024/07/04
ISO 27001:2022 Information Security Management Systems Internal Auditing	<ul style="list-style-type: none"> • Principles and concepts of ISMS • Analysis and interpretation of requirements • ISMS documentation • Auditing phases, exercises and audit team roles • Overview of Annex A • Auditor characteristics and selection • Conducting the audit • Presenting reports <p>Examination</p>	2024/07/09-12	2024/07/04

Course Title	Course Outline	Course Dates	Deadline for registration
Integrated Management System (IMS) ISO 9001/14001/45001 Internal Auditing	<ul style="list-style-type: none"> • Scope of Quality, Environmental, and OHS systems within an integrated Management Systems • The importance of risk-based thinking and the process approach • Organizational context and its implication for modern management systems • Documentation requirements of the system • Life cycle management within management systems • The application of HIRAC within an organization • Auditing requirements • Organizational Hazards and Controls • Aspects and Impacts • Review of Integrated Management System requirement Examination	2024/07/15-19	2024/07/11
ZWS ISO 9001:2015 Quality Management Systems 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	2024/07/16-19	2024/07/11
Basic Food Hygiene – Hazard Analysis and Critical Control Point (HACCP) Development & Implementation	<ul style="list-style-type: none"> • Hazard Analysis 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	2024/07/22-26	2024/07/18
ZWS 992:2019 HIV and Wellness Management System (HWMS)	<ul style="list-style-type: none"> • Gaining an understanding of the HWMS standard • Planning for the implementation of a HW management system • Implementation of a HW management system • HW management system monitoring and continual improvement • HW management system certification process • Reduction and ultimately elimination of incidences and risk of death and serious injury related to HIV and other non-communicable diseases Examination	2024/07/29-30	2024/07/25
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 Examination	2024/08/06-09	2024/08/01
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 	2024/08/07-09	2024/08/01


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 	2024/08/09	2024/08/07
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 <p>Examination</p>	2024/08/14-16	2024/08/08
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 	2024/08/19-23	2024/08/15
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 	2024/08/19-23	2024/08/15
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 <p>Examination</p>	2024/08/19-23	2024/08/15

Course Title	Course Outline	Course Dates	Deadline for registration
ZWS ISO 9001:2015 Quality Management Systems 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 a 5-days Development and Implementation course (attach certified copy of certificate).</p>	2024/09/02 - 06	2024/08/29
ZWS ISO 22000:2018 Food Safety Management Systems Internal Auditing (including FSSC 22000 Ver. 6 Requirements)	<ul style="list-style-type: none"> • Principles and fundamentals of Food safety management systems • Food Safety Management System Standards • Analysis and interpretation of ISO 22000:2018 requirements • Auditing phases, exercises and audit team roles • Auditor characteristics and selection • ZWS ISO 19011:2018 – Guidelines for auditing management systems • Examination 	2024/09/03-06	2024/08/28
Quality Assurance Part 2 <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 	2024/09/9-14	2024/09/05
ZWS ISO 9001:2015 Quality Management System 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 	2024/09/10-13	2024/09/05
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 	2024/09/09-13	2024/09/05

Course Title	Course Outline	Course Dates	Deadline for registration
ZWS ISO 22000:2018 Food Safety Management Systems Development and Implementation (including FSSC 22000 Ver.6 Requirements)	<ul style="list-style-type: none"> • Food safety • Overview of Food Safety Management Systems • Management System principles • Food safety Key elements • The food safety regulatory system in Zimbabwe and food standards • Food Safety Hazard Categories and their sources • Food hygiene, Sanitation and Control of Food Safety Hazards • HACCP principles, Application and HACCP Origins and Benefits • Food safety Team, Team Leader, Team members and their Roles • ZWS ISO 22000:2018 Food Safety Management System Requirements • ZWS ISO /TS 22002: Technical Specification Prerequisite Programmes • Implementing a Food Safety System Certification and the Certification process <p>Examination</p>	2024/09/16-20	2024/08/12
ISO 27001:2022 Information Security Management Systems Development and Implementation	<ul style="list-style-type: none"> • The scope and purpose of ISO/IEC 27001 and how it can be used • The key terms and definitions used in the ISO/IEC 2700 series • The fundamental requirements for an ISMS in ISO/IEC 27001 and the need for continual improvement • The processes, their objectives and high level requirements • Applicability and scope definition requirements • Use of controls to mitigate IS risks • The purpose of internal audits and external certification audits, their operation and the associated terminology <p>Examination</p>	2024/09/17-20	2024/09/13
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 <p>Examination</p>	2024/09/18-20	2024/09/16
Safety Health Environment and Quality Management Representative course (SHEQ)	<ul style="list-style-type: none"> • Analysis of learner's knowledge and learning needs • Introduction to SHEQ Management Systems Standards • Duties of SHE Rep • SHEQ Audit/Inspection • Emergency Preparedness and Response Plan • Graphical Communication within Workplaces • Introduction to Management Systems • Applicable Laws and International Conventions • Emergency Preparedness and Response • Waste Management <p>Examination</p>	2024/09/23-27	2024/09/19
ISO 45001:2015 Occupational Health and Safety Management Systems Internal Auditing	<ul style="list-style-type: none"> • ISO 45001:2018 Requirements • Overview of ISO 45001:2018 elements • Auditing ISO 45001:2018 elements • Risk/Process based auditing • Generic Management Systems Auditing • Guidelines for auditing management systems • Auditing ISO 45001:2018 clauses-what auditors should look for? <p>Examination</p>	2024/09/24-27	2024/09/19

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 • Hazardous waste identification • Hazardous substance segregation • Hazardous waste handling and documentation • Legislation and compliance • Risk assessment and control and cleaner production • Cleaner production • Disposal and environmental audits Examination	2024/09/25-27	2024/09/23
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	2024/09/25-27	2024/09/23
ISO 27001:2022 Information Security Management Systems Internal Auditing	<ul style="list-style-type: none"> • The scope and purpose of ISO/IEC 27001 and how it can be used • The key terms and definitions used in the ISO/IEC 2700 series • The fundamental requirements for an ISMS in ISO/IEC 27001 and the need for continual improvement • The processes, their objectives and high level requirements • Applicability and scope definition requirements • Use of controls to mitigate IS risks • The purpose of internal audits and external certification audits, their operation and the associated terminology Examination	2024/10/03-06	2024/09/29
Basic Food Hygiene Hazard Analysis and Critical Control Point (HACCP) Development & Implementation	<ul style="list-style-type: none"> • Hazard Analysis 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	2024/09/30-2024-10-04	2024/09/26
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	2024/10/02-4	2024/09/26
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 QMS certification by SAZ 	2024/10/04	2024/10/02

Course Title	Course Outline	Course Dates	Deadline for registration
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	2024/10/07-11	2024/10/03
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	2024/10/07-11	2024/10/03
ZWS ISO 50001 Energy Management Systems (EnMS) Development and Implementation	<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	2024/10/15-18	2024/10/10
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 Examination	2024/10/15-18	2024/10/10
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	2024/10/16-18	2024/10/14
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	2024/10/21-25	2024/10/17

Course Title	Course Outline	Course Dates	Deadline for registration
ZWS ISO 22000:2018 Food Safety Management Systems Development and Implementation (including FSSC 22000 Ver 6 Requirements)	<ul style="list-style-type: none"> Food safety Overview of Food Safety Management Systems Management System principles Food safety Key elements The food safety regulatory system in Zimbabwe and food standards Food Safety Hazard Categories and their sources Food hygiene, Sanitation and Control of Food Safety Hazards HACCP principles, Application and HACCP Origins and Benefits Food safety Team, Team Leader, Team members and their Roles ZWS ISO 22000:2018 Food Safety Management System Requirements ZWS ISO /TS 22002: Technical Specification Prerequisite Programmes Implementing a Food Safety System Certification and the Certification process Examination	2024/10/28-2024/11/01	2024/10/24
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	2024/11/04-08	2024/10/31
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	2024/11/04-08	2024/10/31
ZWS ISO 9001:2015 Quality Management Systems Lead Audit  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 Entry requirements: <i>Delegates should have attended at least a 5-days Development and Implementation course (attach certified copy of certificate).</i>	2024/11/11-15	2024/11/06
ZWS ISO 9001:2015 Quality Management Systems 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	2024/11/12 -15	2024/11/08

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 	2024/11/15	2024/11/13
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 <p>Examination</p>	2024/11/20-22	2024/11/18
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 <p>Examination</p>	2024/11/26-29	2024/11/22
Food safety Management System Lead Auditor ZWS ISO 22000:2018 including FSSC 22000 Ver. 6 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. 5.1 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 <p>Examination</p> <p>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></p> <p>Examination</p>	2024/12/02- 06	2024/11/27
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 <p>Examination</p>	2024/12/02-06	2024/11/27

Course Title	Course Outline	Course Dates	Deadline for registration
ZWS 992:2019 HIV and Wellness Management System (HWMS)	<ul style="list-style-type: none"> • Gaining an understanding of the HWMS standard • Planning for the implementation of a HW management system • Implementation of a HW management system • HW management system monitoring and continual improvement • HW management system certification process • Reduction and ultimately elimination of incidences and risk of death and serious injury related to HIV and other non-communicable diseases Examination	2024/12/04-06	2024/12/02
ZWS ISO 9001:2015 Quality Management Systems 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	2024/12/12-15	2024/12/08
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 	2024/12/11-13	2024/12/08

For Registration please contact Training Division

Standards Association of Zimbabwe
1 Northend Close
Northridge Park
Borrowdale
Harare

P O Box 2259
Harare

Tel: (+263-4) 882017/9; 885511/2 850704/ 852988

Fax: (+263-4) 882024

Direct) 852989

Mobile: 0773443117

Mobile: 0715605266

Email: egwasira@saz.org.zw
tnyoni@saz.org.zw