

CSQ ANALYTICS is HRD Corp registered Training Provider. The company is formed by dedicated & experience consultants and trainers in providing related training and consultation for:

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| (i) Management System towards Certification and/or Accreditation. | (ii) Management System Maintenance |
| - ISO 9001 - GMP | (iii) Management System Upgrading and/or Scope Extension |
| - ISO/IEC 17025 - HACCP | (v) Laboratory & Testing Set-up |
| - ISO 14001 - ISO 22000 / FSSC 22000 | (vi) Business & People Management and Development |
| - ISO 45001 - etc | (vii) Selling and Marketing |

Management System Certification and/or Accreditation Consultation Programme

CSQ ANALYTICS adopts an effective and systematic implementation methodology in assisting and preparing your organization to attain Management System Certification and/or Accreditation:

ISO 9001 / ISO/IEC 17025 / ISO 14001 / ISO 45001 / GMP / HACCP / ISO 22000 / FSSC 22000 / etc Consultation Stages
<u>(i) Project Planning & Review</u> In-House Training on related Management System Requirements Determining business process flow, company structure & scope of certification / accreditation
<u>(ii) Design, Development & Documentations</u> Design & development of management system related documentations (manual, procedures, lists, forms) Guidance on preparation of supporting documents & forms (testing / calibration procedure, operation procedures, work instruction , etc) Documentation review & fine tuning

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<u>(iii) Effective Implementation of Management System</u> In-House Training on implementation of Management System In-House Training & guidance on Risk Assessment of related Management System In-House Training & guidance on Method Verification & Validation (for ISO/IEC 17025) In-House Training & guidance on Measurement Uncertainty evaluation (for ISO/IEC 17025) In-House Training & workshop on Environmental Aspects, Impacts and Risk Assessment (for ISO 14001) In-House Training & workshop on Hazard Identification and Assessment of Risks and Opportunities (for ISO 45001) In-House Training & workshop on Hazard Analysis Critical Control Point Plan (for GMP, HACCP, ISO 22000 and FSSC 22000) In-House Training & guidance on Handling of Waste & Chemicals (for ISO 14001 and ISO 45001- chemical related industries) In-House Training on applicable Malaysia's Legal & Other Requirements (for ISO 14001, ISO 45001, GMP, HACCP, ISO 22000 and FSSC 22000) Implementation review on compliance with Management System requirements In-House Training & guidance on Internal Audit process for compliance Guidance on preparation and conducting Management Review
<u>(iv) Certification / Accreditation</u> Preparation for Certification / Accreditation body audit. Provide guidance on rectification for non-conformities issued by Certification / Accreditation Body.

CSQ ANALYTICS adopts an effective and systematic implementation methodology in maintaining your Management System implementation:

Management System Maintenance / Upgrading / Scope Extension Consultation Programme:

ISO 9001 / ISO/IEC 17025 / ISO 14001 / ISO 45001 / GMP / HACCP / ISO 22000 / FSSC 22000 / etc Maintenance Program
In-House Training on related Management System Requirements
Writing, reviewing & updating of Management System related documentations to the latest version (manual, procedures, lists, forms)
In-House Training and guidance on implementation of related Management System based on updated documentations
Implementation review on compliance with Management System requirements
In-House Training & guidance on Internal Audit process for compliance
Guidance on preparation and conducting Management Review
In-House Training & guidance on Risk Assessment of related Management System
In-House Training & workshop on Environmental Aspect, Impacts and Risk Assessment (for ISO 14001)
In-House Training & workshop on Hazard Identification and Assessment of Risks and Opportunities (for ISO 45001)
In-House Training & workshop on Hazard Analysis Critical Control Point Plan (for GMP, HACCP, ISO 22000 and FSSC 22000)
In-House Training & guidance on Handling of Waste & Chemicals (for ISO 14001 and ISO 45001- chemical related industries)
In-House Training on applicable Malaysia's Legal & Other Requirements (for ISO 14001, ISO 45001, GMP, HACCP, ISO 22000 or FSSC 22000)
In-House Training & guidance on Method Verification & Validation (for ISO/IEC 17025)
In-House Training & guidance on Measurement Uncertainty evaluation (for ISO/IEC 17025)
Guidance on conducting Management Review meeting
Provide guidance on rectification for non-conformities issued by Certification / Accreditation Body

Management System Related Training Programme:

ISO 9001 Quality Management System (QMS)
Understanding of ISO 9001 QMS Requirements
Writing and Preparation/ Development of QMS Documentations (Manual, Procedures, Lists/ Forms)
Effective Implementation of ISO 9001 QMS
Risks Assessment for QMS
Internal Audit for ISO 9001 QMS
Preparation and Conducting Management Review
Basic Understanding of Equipment Handling, Calibration, Verification and Maintenance
ISO/IEC 17025 Laboratory Management System (LMS)
Understanding of ISO/IEC 17025 LMS Requirements
Writing and Preparation/ Development of LMS Documentations (Manual, Procedures, Lists/ Forms)
Effective Implementation of ISO/IEC 17025 LMS
Risks Assessment for LMS
Internal Audit for ISO/IEC 17025 LMS
Method Verification & Validation
Measurement Uncertainty Evaluation
Preparation and Conducting Management Review
Basic Understanding of Equipment Handling, Calibration, Verification and Maintenance
General QA/QC Procedures for Testing Laboratory
Liquid Handling and Safe Use of Glassware
Chemicals and Chemical Waste Handling, Storage and Disposal
Understanding of Safety Data Sheet (SDS)

ISO 14001 Environmental Management System (EMS)
Understanding of ISO 14001 EMS Requirements
Writing and Preparation/ Development of EMS Documentations (Manual, Procedures, Lists/ Forms)
Implementation of ISO 14001 EMS
Environmental Aspect, Impact and Risk Assessment
Internal Audit for ISO 14001 EMS
Preparation and Conducting Management Review
Chemicals and Chemical Waste Handling, Storage and Disposal
Understanding of Safety Data Sheet (SDS)
Scheduled Waste (SW) Management
Wastewater Performance Monitoring
Photometry Measurement in Water and Wastewater
ISO 45001 Occupational Health & Safety Management System (OHSMS)
Understanding of ISO 45001 OHSMS Requirements
Writing and Preparation/ Development of LMS Documentations (Manual, Procedures, Lists/ Forms)
Implementation of ISO 45001 OHSMS
Hazard Identification and Assessment of Risks and Opportunities
Internal Audit for ISO 45001 OHSMS
Preparation and Conducting Management Review
Chemicals and Chemical Waste Handling, Storage and Disposal
Understanding of Safety Data Sheet (SDS)
Scheduled Waste (SW) Management
GMP / HACCP / ISO 22000 / FSSC 22000 Management System
Understanding of GMP / HACCP / ISO 22000 / FSSC 22000 Management System Requirements
Writing and Preparation/ Development of Management System Documentations (Manual, Procedures, Lists/ Forms)
Implementation of GMP / HACCP / ISO 22000 / FSSC 22000 Management System
Hazard Analysis Critical Control Point (HACCP)
Internal Audit for GMP / HACCP / ISO 22000 / FSSC 22000 Management System
Preparation and Conducting Management Review

Business & People Management and Development related Soft Skills Training Programme:

Management / Process
Fundamental / Advanced Effective Supervisory Skill
Fundamental / Advanced Leadership
Effective Problem Solving and Decision Making
8 Disciplines (8D) Problem Solving
Effective Leaders Inspire Employees to Greater Heights
Leading and Managing Effectiveness
Effective Planning & Organizing Skills Enhance Supervisory Performance
Goal Setting and Business Strategic
Team Dynamics
New Era Leadership and Team Performance
Conflict Management
Handling Difficult People
Effective Warehouse Management
5S and Kaizen for Process Improvement
Toyota Production System and Lean Manufacturing
Personal Development
Presentation Skills
Lateral and Creative Thinking
Effective Problem Solving and Decision Making
Effective Business / Report Writing Skills
Effective Communication Skills
Effective Planning and Time Management
Effective Trainer and Training Skills
Persuasion and Influencing
English for Effective Meeting and Negotiation Skills
Selling and Marketing
Fundamentals of Selling
Advanced Selling – Application of Sun Tzu’s Art of War in Selling
Fundamentals of Marketing
Strategic Marketing and Effective Selling in the Competitive Market
Customer Service
Negotiation Skills