

Date: December 16, 2003

Topic: Training

How did you accomplish this topic during your implementation?

Siemens ICN has established guidelines for required training. Certified Quality Engineer, Certified Reliability Engineer and Certified Quality Auditor training by ASQ is mandatory for all Quality Engineers. Internal training courses are developed as required by each of the businesses/functions. A new Advanced Quality Technical course is currently being developed taking Six Sigma, National Malcolm Baldrige criteria and TL 9000 into consideration. Once developed, this course will be made mandatory for all Quality Engineers and Quality System Representatives (QSR). Company executives completed TL 9000 awareness training..

What resources/tools/vendors were used to accomplish this task?

Internal training instructors for internal courses and QuEST Forum approved training providers for TL 9000 training.

Was there any benchmarking activity?

No

What lead you to use this method?

Siemens' way of doing business

What worked and what didn't work?

Establish training schedules for those who are willing to go through certain training. Don't push someone if they are not willing to invest their time and energy.

What recommendations do you have for others attempting to use your method?

How did you measure the effectiveness of this method?

Achieved their TL 9000 registration goal.