



**Consulting**

**Auditing**

**Training**

**Let our team help support your team!**

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- ❖ **Or visit us at [www.eaglegroupusa.com](http://www.eaglegroupusa.com)**



## Introduction

We are pleased provide you, our potential and current clients, with information valuable to your Management System(s), Audit Program(s), and Training Program(s). In today's fast paced, ever-changing business environment, Eagle Group is working to communicate valuable management system news and information to aid your company or organization in fulfilling your individual and organizational needs.

Our full spectrum of consulting, auditing and training services will assist you in meeting your Management System's requirements.

Best Regards,

Eagle Group USA Team!

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## The Eagle Group Advantage

It begins with people.

At Eagle Group, our consulting, auditing and training team comes from the manufacturing and service environments. Our extensive, "hands-on" implementation & auditing experience with management systems means we have the know-how to apply the most effective path to your successful application of your systems and third party registration/verification. Your project will be assigned a project manager who will ensure consistency and stability throughout your project requirements.

Eagle Group has had our Management System registered since 1997 and we are registered to ISO 9001. We walk the talk!

Our practical experience includes facilitation and instruction in a wide variety of industries.

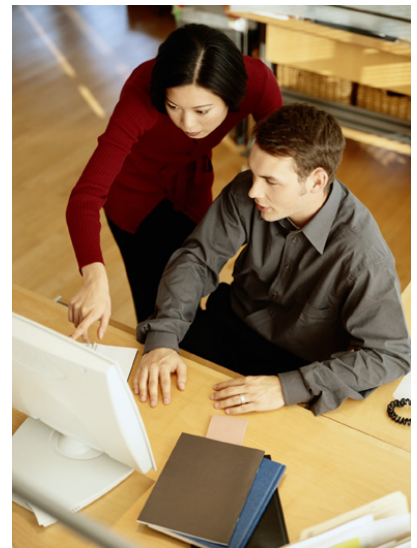
### **It means utilizing your existing resources to save time and money**

The Eagle Group team will use your existing resources to save you both time and money. Our proven, practical approach will ensure a minimum disruption of your business activities.

Training is conducted at your facility or ours. Courses can be tailored to your business requirements. Training courses include exercises actually conducted in the work environment to reinforce the learned material as it relates to your organization. We offer over 40 different training courses and workshops.

In fact, if you're implementing a new ISO based management system, depending upon the status of your current processes and procedures, you could achieve registration in as little as six months. And after Eagle Group has helped you facilitate implementation of your management system, you own it. With our "hands-on" approach, any new procedures, practices, processes that are put in place will integrate with and compliment your existing methods and systems. We will guide your employees on how to implement, manage and maintain the system. And when it's time to select an ISO registrar, we will assist you in that process. In addition, if you need internal auditing support, we offer a full range of on-site auditing services to assist you in maintaining your system.

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We support a wide industry base including:

- Aerospace specific requirements (e.g. AS9100)
- Automotive specific Core Tools requirements (e.g. ISO/TS 16949, FMEA, MMOG, PPAP)
- Business & Manufacturing solutions
- Business re-engineering & process mapping
- Chemical Management Systems (e.g. NACD Responsible Distribution<sup>SM</sup>, ACC Responsible Care Management System<sup>®</sup> and RC14001)
- Customized public & on-site training – over 40 courses offered
- Environmental Management System implementation (e.g. ISO 14001)
- Food Service Industry (e.g. ISO 22000)
- Information Technology ((e.g. ISO/IEC 20000)
- Laboratory Management Systems (e.g. ISO/IEC 17025, ISO 15189)
- Medical Device requirements (e.g. ISO 13485)
- Occupational Health and Safety Management System implementation (e.g. OHSAS 18001, MIL-STD-882)
- Telecommunications specific requirements (e.g. TL 9000)



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## **“Customer First Policy” – Eagle Group’s Service Commitment**

We believe the client ALWAYS comes first and our goal is a completely satisfied client.

We strive to do things right - the first time - on time - every time, to continually improve our services as well as our management system through team involvement, policy review, training and our “do whatever it takes” attitude!

As stated in our Mission statement, we are committed to providing the best in terms of quality of service. If for any reason you are not completely satisfied with the consulting or training services we provided, let us know – we will do our best to make it right!

### **Our Mission**

Eagle Group provides solutions to the global marketplace that meet or exceed client needs and expectations.

### **To accomplish this, we:**

- Provide the best in terms of quality of service
- Are committed to continual improvement
- Are committed to the prevention of pollution
- Focus on environmental aspects and impacts
- Focus on occupational, health & safety hazards and risks
- Commit to comply with all applicable legislation, regulations, and other requirements to which we subscribe
- Invest in our future to maintain growth and profitability
- Partner with others

### **Our core principles include:**

- Having integrity in all we do
- Providing inspired leadership
- Recognizing the value and contribution of all

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## Training Course Offerings by Eagle Group USA

If you don't see what you need, ask our Client Services folks.

<b>Course</b>	<b>Description</b>
<b>8D Team Oriented Problem Solving</b>	Team Problem Solving that is applicable to all organizations. Based on the popular 8D Problem Solving tool.
<b>Advanced Auditor Training</b>	This course was designed to take your internal auditors to the next level of expertise.
<b>Advanced Product Quality Planning</b>	This course addresses the AIAG requirements for Advanced Product Quality Planning (APQP).
<b>AS9100 Overview and Implementation</b>	Reviews the benefits of AS9100 to the organization. Gives an introductory education of the conformance requirements and how to implement the Standard.
<b>Business Operating System</b>	This course is designed to address the Quality Objectives requirements of all ISO 9001, ISO 13485, Ford Q1 and ISO/TS 16949 based systems.
<b>Control Plan Methodology</b>	This course addresses the AIAG requirements for Control Plans (CP) and is applicable to ISO/TS 16949.
<b>Core Tools Workshop</b>	A compilation of our key automotive tools classes in a three day format.
<b>Customer Satisfaction</b>	This course is designed to address the Customer Satisfaction requirements of all ISO 9001 and ISO/TS 16949 based systems. This course is also useful for any organization that wants a method for controlling risks.
<b>Document Writing</b>	This Workshop gives hands on experience at developing your Management System Documentation.
<b>Failure Mode Effects Analysis</b>	This course addresses the AIAG requirements for Design FMEAs and Process FMEAs.

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## Training Course Offerings by Eagle Group USA (Continued)

Course	Description
<b>Internal Auditor Training - Environmental Management System</b>	This course is designed to address the ISO 14001 Series of standards and includes a discussion and review of the ISO 14001 standard to encourage better understanding. Gives a working knowledge of the practices, roles and responsibilities of an auditor. Helps to develop the communication skills, team participation, leadership skills and attitudes necessary to facilitate audits.
<b>Internal Auditor Training - Occupational Health and Safety</b>	This course is designed to address the OHSAS 18001 specification and includes a discussion and review of the OHSAS 18001 specification to encourage better understanding. Gives a working knowledge of the practices, roles and responsibilities of an auditor. Helps to develop the communication skills, team participation, leadership skills and attitudes necessary to facilitate audits.
<b>Internal Auditor Training - Quality Management System</b>	This course is designed to address all of the popular standards and includes a discussion and review of the appropriate standard <sup>1</sup> to encourage better understanding. Gives a working knowledge of the practices, roles and responsibilities of an auditor. Helps to develop the communication skills, team participation, leadership skills and attitudes necessary to facilitate audits.  <sup>1</sup> This course is ideal for companies that have multiple management systems.
<b>Internal Auditor Upgrade</b>	This course was designed to help all ready trained Internal Auditors make the transition to a new standard.
<b>ISO 13485 Overview</b>	Reviews the benefits of ISO 13485 to the organization. Gives an introductory education of the conformance requirements.
<b>ISO 14000 EMS Implementation</b>	A summary of the tools you will need to know for implementation of an ISO 14001 based Environmental Management System.
<b>ISO 14000 Overview</b>	Reviews the benefits of ISO 14001 to the organization. Gives an introductory education of the conformance requirements.
<b>ISO 15189 Auditor/Assessor</b>	This course was designed to train the individual to audit against the ISO 15189 Standard and can be tailored for a Laboratory Internal Auditor or an Assessment Body assessor.
<b>ISO 15189 Overview</b>	Reviews the benefits of ISO 15189 to the organization. Gives an introductory education of the conformance requirements.
<b>ISO 15189 Implementation</b>	How to implement an ISO 15189 Medical Laboratory Management System

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## Training Course Offerings by Eagle Group USA (Continued)

Course	Description
<b>ISO 9000 Overview</b>	Reviews the benefits of ISO 9001 to the organization. Gives an introductory education of the conformance requirements.
<b>ISO/IEC 17025 Overview</b>	Reviews the benefits of ISO/IEC 17025 to the organization. Gives an introductory education of the conformance requirements.
<b>ISO/IEC 20000 Overview</b>	Reviews the benefits of ISO/IEC 20000 to the organization. Gives an introductory education of the conformance requirements.
<b>ISO/TS 16949 Implementation Workshop</b>	This workshop covers the tools you will need to know for implementation of a Process Based Quality Management System that meets the requirements of ISO/TS 16949.
<b>ISO/TS 16949 Internal Auditor Training - Meeting the Chrysler, Ford, &amp; GM Customer-Specific Requirements</b>	This course was designed to address the Customer-Specific requirements for ISO/TS 16949 Internal Auditors. Gives a working knowledge of the practices, roles and responsibilities of an auditor. Helps to develop the communication skills, team participation, leadership skills and attitudes necessary to facilitate audits.
<b>ISO/TS 16949 Overview</b>	Reviews the benefits of ISO/TS 16949 to the organization. Gives an introductory education of the conformance requirements.
<b>ISO 22000 Overview</b>	Reviews the ISO 22000 Food Safety Management System Standard and how it will fit within the organization. Gives an introductory education of the conformance requirements.
<b>Measurement Systems Analysis</b>	This course is used to analyze measuring systems used in the organization that addresses all the requirements of ISO/TS 16949.
<b>Measurement Uncertainty and MSA</b>	This introductory course is used to analyze measuring systems used in the organization that addresses the basic requirements of ISO/IEC 17025 and ISO 15189.
<b>Occupational Health and Safety Management System (OHSMS) Implementation Workshop</b>	A summary of the tools you will need to know for implementation of an OHSAS 18001 based Occupational Health and Safety Management System.
<b>OHSAS 18000 Overview</b>	Reviews the benefits of OHSAS 18001 to the organization. Gives an introductory education of the conformance requirements.

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## Training Course Offerings by Eagle Group USA (Continued)

Course	Description
<b>OHSAS 18001 Internal Auditor Training</b>	This course is designed to address the OHSAS 18001 specification and includes a discussion and review of the OHSAS 18001 specification to encourage better understanding. Gives a working knowledge of the practices, roles and responsibilities of an auditor. Helps to develop the communication skills, team participation, leadership skills and attitudes necessary to facilitate audits.
<b>Process Flowcharting Workshop</b>	Teaches the student how to understand the requirements for process flowcharts and their uses
<b>Production Part Approval Process</b>	This course addresses the AIAG requirements for the Production Part Approval Process (PPAP) and is applicable to ISO/TS 16949.
<b>Quality Management System Implementation Workshop</b>	This course covers the basics for a do it yourself implementation of many of today's popular Quality Management System Standards (such as ISO 9001, ISO 13485, ISO/TS 16949, or TL9000)
<b>Responsible Care<sup>®</sup> RC14001 Implementation Workshop</b>	A summary of the tools you will need to know for implementation of an Environmental, Health and Safety Management System for Responsible Care <sup>®</sup> .
<b>Responsible Care<sup>®</sup> RC14001 Internal Auditor Training Workshop</b>	This course is designed to address the RC14001 Standard and includes a discussion and review of the RC14001 standard to encourage better understanding. Gives a working knowledge of the practices, roles and responsibilities of an auditor. Helps to develop the communication skills, team participation, leadership skills and attitudes necessary to facilitate audits.
<b>Responsible Care<sup>®</sup> RC14001 Overview</b>	Reviews the benefits of RC14001 to the organization. Gives an introductory education of the conformance requirements.
<b>Responsible Care Management System<sup>®</sup> Implementation Workshop</b>	A summary of the tools you will need to know for implementation of an Environmental, Health, Safety and Security Management System for Responsible Care <sup>®</sup> .
<b>Responsible Care Management System<sup>®</sup> Internal Auditor Training Workshop</b>	This course is designed to address the RCMS <sup>®</sup> Standard and includes a discussion and review of the RCMS <sup>®</sup> standard to encourage better understanding. Gives a working knowledge of the practices, roles and responsibilities of an auditor. Helps to develop the communication skills, team participation, leadership skills and attitudes necessary to facilitate audits.
<b>Responsible Care Management System<sup>®</sup> Overview</b>	Reviews the benefits of RCMS <sup>®</sup> to the organization. Gives an introductory education of the conformance requirements.

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## Training Course Offerings by Eagle Group USA (Continued)

Course	Description
<b>Service SPC</b>	Geared towards the service environment, you will learn what is Natural and unnatural variation and the importance of statistical thinking. Ideal to address the Quality Objectives requirements of all ISO 9001 based systems.
<b>Statistical Process Control</b>	This course addresses Statistical Process Control (SPC) and addresses all the requirements of ISO/TS 16949.
<b>Team Oriented Problem Solving</b>	Team Problem Solving that is applicable to all organizations. Based on the popular 8D Problem Solving tool.
<b>TL 9000 Metrics Workshop</b>	This course is designed to address the Metrics requirements of the TL9000 management system.
<b>TL 9000 Overview</b>	Reviews the benefits of TL9000 to the organization. Gives an introductory education of the conformance requirements.

# Certification



# Affiliation



**Eagle Group USA, Inc. is a NACD Affiliate Program participant.**

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