



QUALITY TECHNIQUE IN THE AUTOMOTIVE INDUSTRY

JOB PROFILE

Quality Operators in the Automotive Industry have a well-founded overview of relevant requirements in the automotive supplier industry. They know the basic contents of ISO 9001 and IATF 16949, as well as methods and tools (e.g. core tools) and, in their role in the company, are competent contacts for internal and external interested parties with regard to quality-related issues.

Quality Assistants in the Automotive Industry are an essential support for maintaining the specified system, process and product quality. They know the essential basics of system documentation, the normative requirements of IATF 16949 and ISO 9001, internal audits, quality planning and the most important quality methods and quality techniques (core tools). Furthermore, they have a basic knowledge of moderation and presentation techniques and can also use statistical methods for product and process monitoring and interpret their results.



STRUCTURE OF THE COURSE SERIES



Note: Parts of the training "Quality Technique in the Automotive Industry" can be credited for the course series "Quality Management in the Automotive Industry".

GQT
4 days
09-17 h

Basic Course Quality Engineering

COURSE

ISO 9000ff is a proven management system, used for the sustainable improvement of operational processes. This training course provides all essential basics for the establishment, maintenance and further development of an effective quality management system.

PREREQUISITES None

TARGET GROUP

Foremen, group leaders, skilled workers and contact persons involved in the provision of products and services, as well as employees from manufacturing and service companies.

CONTENTS

- ISO 9000 family
- Requirements of ISO 9001
- System documentation
- Principles of process management
- Quality planning
- Audits
- Group work
- Expert opinions (Case studies and solutions)

Note: This course can be credited to replace the course Quality Management Systems (QMS) in the series of courses Quality Management (QM).

QMW
4 days
09-17 h

Improving Quality Together – Methods and Tools

COURSE

This course lays the foundations for confident appearance as a group facilitator, in order to benefit from the extensive knowledge of employees at the operational level. In this way, products, services and processes can be successfully planned and improved.

PREREQUISITES None

TARGET GROUP

Foremen, group leaders, skilled workers and contact persons involved in the provision of products and services, as well as employees from manufacturing and service companies.

CONTENTS

- Methods, Techniques and Aids
- Moderation and Presentation
- FMEA
- Poka Yoke
- 5S
- Risk Management
- Group work

Note: This course can be credited to replace the course Integrated Management System – Methods and Tools (IMSA) in the series of courses Quality Management (QM).

QP
½ day

EXAMINATION
Quality Operator



COURSE EXAMINATION

The examination contents refer to the training courses GQT and QMW.

PREREQUISITES

Training in accordance with the courses GQT and QMW.

FORMAT

The written examination consists of multiple-choice questions and takes 2 hours.

CERTIFICATE Quality Operator

On request: EOQ Quality Operator


VALIDITY OF THE CERTIFICATE 5 years

CRITERIA FOR EXTENSION

- Proof (e.g. confirmation by the employer, interim certificate, self-declaration) of 5 years of professional experience in the field of Quality Assurance in the last 5 years.
- Refresher course for Quality Systems Manager and Auditors in general (RQA) or with a freely selectable focus (mandatory for all trainings before 2011).

AQP
1 hour

EXAMINATION Quality Operator
in the Automotive Industry



COURSE EXAMINATION

The examination contents refer to the training course AQU.

PREREQUISITES

- Training in accordance with the course AQU
- Valid **quality**austria certificate Quality Operator

FORMAT

The written examination consists of multiple choice questions and takes 1 hour. The examination takes place directly after the course.

CERTIFICATE Quality Operator in the Automotive Industry


VALIDITY OF THE CERTIFICATE 5 years

CRITERIA FOR EXTENSION

- Proof (e.g. confirmation by the employer, interim certificate, self-declaration) of 5 years of professional experience in the field of Quality Assurance in the last 5 years.

AQU
3 days
09-17 h

Upgrade Training Quality Operator in the Automotive Industry



COURSE

Participants get an overview of the essential requirements of IATF 16949 for a quality management system.

PREREQUISITES

- Valid **quality**austria certificate Quality Operator or Quality Assistant
- Practical professional experience in the field of automotive industry

TARGET GROUP

Employees from the areas of measurement technology, operational quality assurance, production

CONTENT

- Process-oriented approach
- Risk-based thinking
- Requirements of IATF 16949

SPL
4 days
09-17 h

Statistical Methods for Product and Process Monitoring



COURSE

Wherever products and processes are tested and monitored, the use of statistical methods is necessary to make decision-relevant statements. This course is designed for practitioners who have to work with test data on site. They learn the theoretical background of statistical methods to the extent necessary for practical implementation.

PREREQUISITES

Basic mathematical knowledge

TARGET GROUP

Foremen, group leaders, skilled workers and contact persons involved in the provision of products and services, as well as employees from manufacturing and service companies.

CONTENTS

- Introduction to Statistics
- Basics of probability
- Hypergeometric Distribution, Binomial Distribution, Poisson distribution, Normal Distribution
- Parameters of the Frequency Distribution
- Error band and confidence interval
- Sampling
- Statistical Process Control (Control Card Technique)
- Process capability
- Exercises

Note:The use of a notebook (with Microsoft Excel®) is recommended for the practical exercises during training. Notebooks will not be provided. If a notebook is not available, a smartphone or calculator with the statistical functions "mean value" and "variance s" are also possible.

This course can be credited to replace the course Statistical Methods for Decision making (QME) in the series of courses Quality Management (QM).



The examination contents refer to the training courses GQT, QMW and SPL.

PREREQUISITES

Training in accordance with the courses GQT, QMW and SPL.

FORMAT

The written examination consists of multiple-choice questions and takes 3 hours.

CERTIFICATE **Quality Assistant**

On request: EOQ Quality Assistant

VALIDITY OF THE CERTIFICATE 5 years

CRITERIA FOR EXTENSION

- Proof (e.g. confirmation by the employer, interim certificate, self-declaration) of 5 years of professional experience in the field of Quality Assurance in the last 5 years.
- Refresher course for Quality Systems Manager and Auditors in general (RQA) or with a freely selectable focus (mandatory for all trainings before 2011)



The examination contents refer to the training course AQAU.

PREREQUISITES

- Training in accordance with the course AQAU
- Valid **quality**austria certificate Quality Assistant
- Valid **quality**austria certificate Quality Operator in the Automotive industry

FORMAT

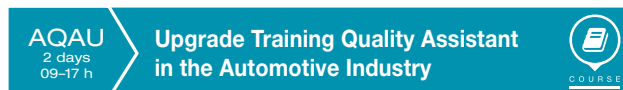
The written examination consists of multiple-choice questions. Duration: 60 minutes

CERTIFICATE **Quality Assistant in the Automotive Industry**

VALIDITY OF THE CERTIFICATE 5 years

CRITERIA FOR EXTENSION

- Proof (e.g. confirmation by the employer, interim certificate, self-declaration) of 5 years of professional experience in the field of Quality Assurance in the last 5 years.



Participants get an overview of the essential requirements from the automotive core tools.

PREREQUISITES

- Training in accordance with the course AQU
- Valid **quality**austria certificate Quality Assistant

CONTENT

- Requirements of the automotive core tools (APQP, control plan, FMEA, SPC, MSA, PPAP / PPF, 8D method)
- Applying the methods in practice through correct reading and interpretation