



## Our Expert Tutors: Quality - Antaris

Our high calibre tutor team understand that a quality system is not just a badge - it's about bringing real and ongoing benefits to your organisation. They also understand the difficulties and benefits of implementing a quality management system that fully meets the certification requirements but also brings significant business benefits to a company.



Our tutors Antaris have been 100% successful in assisting a wide range of Irish and multinational companies to establish effective quality management systems and achieve certification to ISO 9001. They are also experienced with ISO 13485, ISO 17025, ISO/AS/EN 9100, ISO/TS16949 and EN45011.

As Quality Practitioners they have been involved in;

- the preparation of quality policies,
- identification and evaluation of customer requirements and customer satisfaction,
- preparation of quality objectives/QMP and drafting of quality and operational process maps and procedures,
- drafting of the Quality Management Manual;
- training of internal auditors; conducting quality awareness programmes;
- conducting management reviews of the QMS;
- implementing effective monitoring programmes.

Resulting from this practical hands-on experience, our tutors Antaris have built up an excellent reputation within the industry since 1998 as people who know what they are doing, the course materials reflect their up-to-date practical knowledge and the training delivers the real skills needed to work within a Quality function.



## What our Customers say:

*We refresh our internal quality audit teams periodically and train them to IRCA Certified level. The tutor, Shane Curran, has delivered several courses to our teams over the last number of years, covering the 2008 and 2015 revisions of the ISO 9001 Standard. Each time the delegate feedback has been excellent. Shane's training style and delivery is second to none. We are happy to acknowledge that SQT have delivered high quality service to us consistently and therefore we have no hesitation in recommending them.*

**Noel Clarke, Quality Manager, ESB International**

*"PDM undertook a 2 day quality auditor training course with SQT recently. This was one of the best courses ever given to PDM staff. It was very effective as we had 8 employees trained on site and SQT tailored the training required. We carried out some practical auditing and our SQT trainer got the auditors to make some observations/suggestions to improve the overall effectiveness of our Management System. He managed to get staff to interact very well with each other and share their knowledge on a particular issue or procedure.*

*It was delivered in a very professional manner, easily understood and very enjoyable. We certainly will be using SQT in the near future for further training."*

**Catherine O Sullivan, Quality/Environment Manager, PDM**

*"I'd like to thank you for the excellent QMS Foundation & Internal Quality Auditor courses we had last week. It was beyond my expectations. I learned what I wanted and got back full of additional practical information. I was really impressed by the course's deliverables and the way it was executed. Even though my organization has never been after a real ISO certification, I found SQT QMS courses very useful, professional and stimulating many creative ideas on how to improve what we do. Really highly recommended not only for seekers of ISO certificate."*

**MAREK BUJNAROWSKI, EMEA Global Customer Support Group, Progress Software Europe BV, The Netherlands**

*"We recently held a training course on-site in order to provide a comprehensive development package on Internal Auditing over three management systems. SQT delivered this training to a high, professional standard. Some of our company delegates were experienced in internal auditing and some less so, but the trainer managed to deliver a thorough and all-inclusive course to delegates of all knowledge levels. We will be considering SQT as our first provider for similar development courses in the future. Their level of professionalism and the course literature that was provided was exceptional."*

**Stephen Gormalley, Works Manager, Tegral Building Products Ltd.**

*"The internal quality audit course went really well and more than met my expectations, not too much detail on ISO9000 requirements and instead real focus on how to conduct an audit which is exactly what I wanted. Shane was really excellent with great feedback all round, he delivered the course really well and brought some real life practical experience to the whole thing."*

**James O'Donoghue, Quality Manager, Apple Operations Europe**

*"I must say everyone who completed the training on the internal quality auditing really benefited from the course. Everyone had a positive experience and are looking forward to completing their first audits!!"*

**Martha Kennedy, Technopath**

*“SQT recently delivered training on our company premises. Feedback from the trainees in relation to the content and structure of the course was very positive. When booking the training, I found the tutors and staff at SQT to be very friendly and helpful.”*

**Cailín McConville, Training & Development Officer, B/E Aerospace**

*“I found SQT very easy to deal with when organising an internal QMS Lead Auditor course, we ran the 5 day course split over a few weeks to reduce the business impact. We found the tutor Shane Curran to be very effective in his delivery of the course. His knowledge of the ISO standard was very evident, and his real life auditing examples were very informative. The course was ideal for our purpose of achieving a greater understanding of the ISO standard, as this is the standard that we would typically audit our suppliers against.”*

**Diarmuid O'Brien, QA Specialists, Pfizer Drug Product Plant**

*“We have run two courses for our internal quality auditors in the last two years. The feedback from the trainees was extremely positive. In particular, the excellent standard of tuition was singled out for mention. The tutor, Shane Curran was excellent in the delivery of the courses. Both courses ran extremely smoothly and struck the appropriate balance between developing the actual auditing skill of the delegates and the requirement of knowledge of the current 9001 standard. SQT’s back office support was efficient, effective and just as importantly, they were proactive in their approach. I have no hesitation in recommending this course to potential delegates.”*

**Noel Clarke, Quality Manager, ESBI Engineering Solutions**

*“Vistakon works with training providers, such as SQT, for a number of reasons. Most importantly SQT are willing to alter existing courses to suit Vistakon's specific training needs. Their trainers are well informed, easy to deal with and obviously subject matter experts. The company, as a whole, believes in continuous improvement. This is evident from both the trainers and the company itself. SQT pro-actively seeks customer feedback, analyses the information and acts upon it with the goal of improving future learning events.”*

**Johnny Johnson, Training Manager, Vistakon Ireland**

#### **INTERNAL QUALITY AUDITOR COURSES:**

*“The course was excellent. In particular Shane Curran certainly new his stuff and he transferred his knowledge to participants in an enjoyable way. Everyone who participated really enjoyed the course and have built up their knowledge of QMS significantly.”*

**Patrick Sullivan, Director, STT Risk Management Ltd**



*“The course tutor was knowledgeable, approachable and encouraging at all times. Enjoyed this course immensely”*

**Colm Quinn, QC, BD Drogheda**

*“The knowledge transfer and interaction between the group and tutor were excellent. I learned a lot and enjoyed the 2 days”*

**Sarah Conmy, Section Manager, Marine Institute Galway**

*“The course provided me with a great overview of the process in a simple but tailored way”*

**Robert Maguire, Business Support, Pfizer**

*“Very well presented by tutor with excellent knowledge of subject matter. Well paced for timeframe of course”*

**Laoise Wallace, Quality Analyst, Diageo**

*The course was presented really well. The extent of the tutor's knowledge was clear. The small group made learning very easy.*

**Fiona Toal, Clinical Embryologist, Beacon Care Fertility**

**QUALITY MANAGEMENT SYSTEMS AUDITOR/LEAD AUDITOR:**

*“Excellent course delivery by a presenter who is clearly knowledgeable and passionate about his subject”*

**Cyril Brody, Head of Technical, Carroll Cuisine**

*Engaging & knowledgeable tutor. The course was continuously made relevant through real life events / situations*

**Karen O'Neill, Senior Auditor, Mylan Ireland**

*Tutor was excellent in both his delivery and ability to make a 'dry' topic interesting. Never felt I was out of my depth*

**Noeleen Farrelly, Clinical Research Manager, Astellas**

*I really enjoyed the pace of the course. Extremely interesting and given by an extremely well prepared and knowledgeable tutor. Very enjoyable.*

**Edel O'Gorman, Quality System Co-Ordinator, C&C Group**

*Informative, well-structured, engaging and excellently delivered making it an very enjoyable week*

**Pat Halley, Lead QA Specialist, Bulmers**



## Progressive Training for Progressive Organisations

Some of the Organisations our Quality tutors have trained with...

Allergan	Iarnrod Eireann
Analog Devices	ICON
Apple Operations Europe	INAB
Atlantic Industries	Irish Blood Transfusion Service
Bausch & Lomb	Irish Cement
BE Aerospace	Irish Greyhound Board
BOC Gases Ireland	Irish Life Corporate Business
Bon Secours Hospital	Irish Naval Service
Bord Gais Energy	Irish Prison Service
Bord Na Mona	Irish Rail
Bulmers	John Sisk & Son
Coca Cola Hellenic Bottling	Kepak
Company NI	Kerry Ingredients & Flavours
Coillte Teo	MBE Skillnet
Commission for Energy Regulation	Medtronic
CommScope EMEA	Mr Binman
County Tipperary Skillnet	Musgrave Wholesale Partners
Cuisine de France	Mylan Ireland
Dairygold Co Operative Society	National Roads Authority
Dawn Farm Foods	Newbridge Foods
Dell Inc	NSAI
Department of Agriculture, Fisheries & Food	O'Brien Fine Foods
Department of Transport, Tourism & Sport	Olympus Ireland
DHL Global Forwarding	OpenHydro Technology
Diageo	Oriflame Cosmetics
Donegal County Council	PepsiCo Worldwide Flavours
Dublin Airport Authority	Pfizer
Dublin Institute of Technology	PharmaChem Skillnet
Dublin Simon Community	PM Group
Electric Ireland	Quinn Glass
Element 6	Shannon Aerospace
ESB Head Office	Smurfit Kappa Cork
Esso Ireland	Stryker
Food Safety Authority of Ireland	Stryker Orthopaedics
Galway Simon Community	Theo Benning Ireland Gmbh
Glanbia	Trainers Learning Skillnet
Green Farm Foods	Trinity College
Heineken (Irl)	Valeo Vision Systems
Hewlett Packard	Vistakon Ireland
	Wexford Creamery
	Zenith Technologies