



This event will provide your company's designated ISO manager with the tools necessary to put together a set of processes that will enable your company to pursue their ISO Certification. Don't let the fear of the unknown stop you from achieving this very important designation! Leave nothing to chance; attend this very progressive and informative event.

To prepare for this assessment, you will need a copy of ISO 9001:2015 and SN 9001.

If you need a copy of the ISO 9001:2015 standard, it can be purchased from:

<https://asq.org/quality-press/display-item?item=T1040>

the SN 9001 standard can be purchased from:

<http://www.ascaonline.org/ISO9001-SN9001.aspx>

2019 ISO PRE-AUDIT PREP FACILITATOR



PEGGY ALLIN

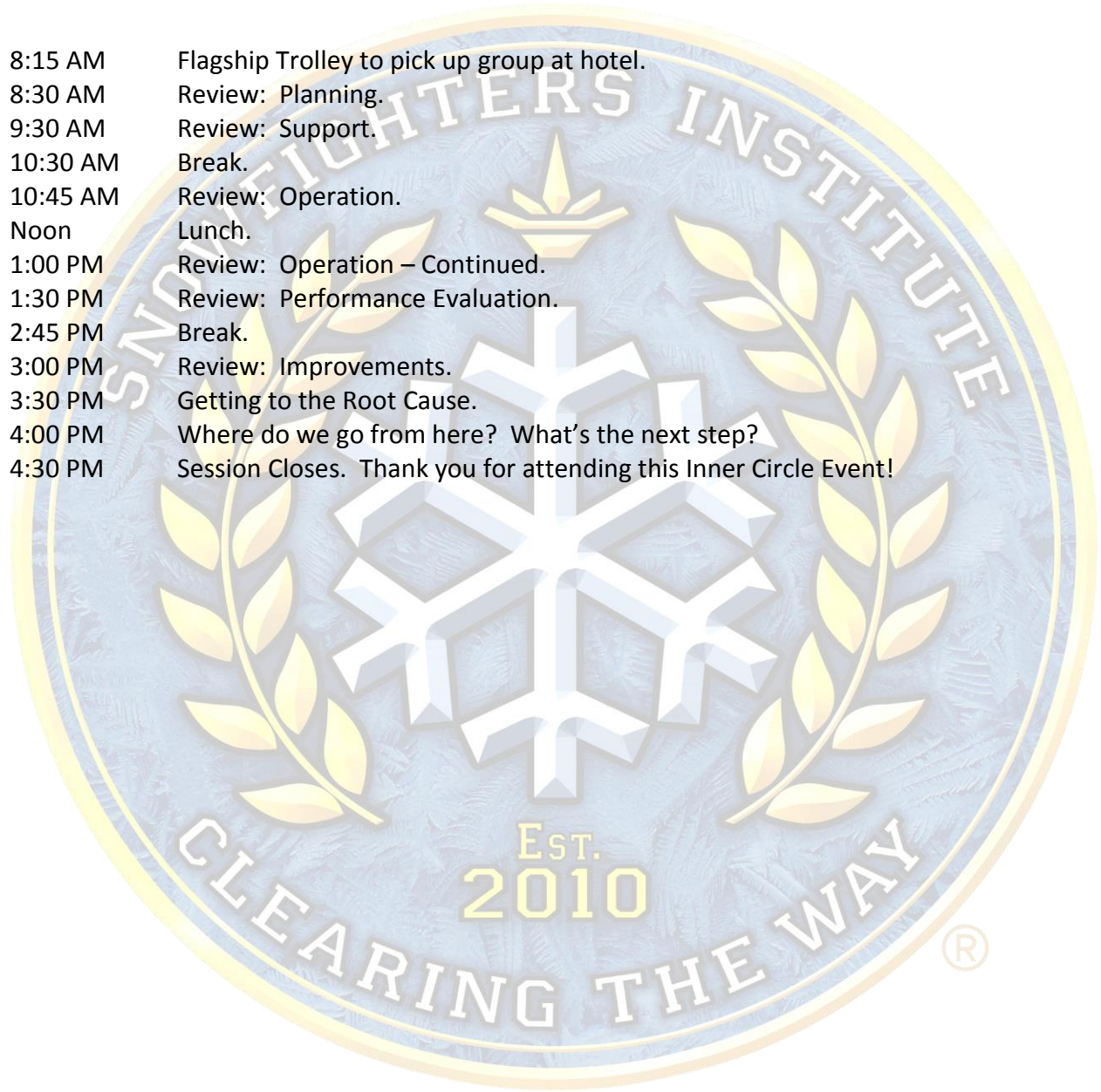
Monday – June 10, 2019

- | | |
|---------|---|
| 1:00 PM | Flagship Trolley to pick up group at hotel. |
| 1:15 PM | Welcome to the ISO 9001:2015 and ISO SN9001:2016 Pre-Audit Event. |
| 1:30 PM | Introductions and review of agenda. |
| 1:45 PM | Exactly what is ISO and SN9001 for snow contractors?
What ISO is, what it stands for, and how ISO came to play a role in the snow and ice management industry; what is the ISO philosophy/process model. |
| 2:30 PM | Overview of the 10 sections of ISO 9001:2015. |
| 3:00 PM | Break. |
| 3:30 PM | Review: Context of the Organization – we will begin to develop your quality policy, document quality objectives, your sequence and interaction map, and begin to write required documented processes. |
| 4:30 PM | Review: Leadership. |

5:00 PM Break for the evening. Flagship Trolley to take the group back to the hotel.
Dinner will be on your own. Please see below some local restaurants that are available.

Tuesday – June 11, 2019

8:15 AM Flagship Trolley to pick up group at hotel.
8:30 AM Review: Planning.
9:30 AM Review: Support.
10:30 AM Break.
10:45 AM Review: Operation.
Noon Lunch.
1:00 PM Review: Operation – Continued.
1:30 PM Review: Performance Evaluation.
2:45 PM Break.
3:00 PM Review: Improvements.
3:30 PM Getting to the Root Cause.
4:00 PM Where do we go from here? What's the next step?
4:30 PM Session Closes. Thank you for attending this Inner Circle Event!



Notes:

Snowfighters Institute will supply transportation with Hansen's Errand Service to the Erie Airport at no charge to the attendees. Transportation to the Cleveland-Pittsburgh-Buffalo Airports can be provided at a nominal charge. Please contact Debbie @ 814-455-1991 or Debbie@SnowFightersInstitute.com if you need further assistance.

Your itinerary should be sent to Debbie@SnowfightersInstitute.com to allow for proper planning of transportation to and from the airport.

Included in registration fees:

- Group Lunch on Tuesday
- ISO requires certain documented processes. As part of this course, several sample documented processes will be provided to you. These documents can be used when you return to the office to help you get started on your path to ISO Certification.
- Transportation from and to Erie Airport as/if needed
- Transportation to and from hotel to Snowfighters Institute

Hotel reservations must be made by May 26, 2019, to guarantee discounted rate. Please call the TownePlace Suites by Marriott at 814-866-7100. Be sure to mention Snowfighters Institute to get into the room block at \$109.00 a night for a King size bed. Should you need a Two Bedroom Suite, please contact Snowfighters Institute for assistance. To make your reservation please click here to [book your group rate for ISO Pre-Audit Prep.](#)

Dinner Options:

Here are some dining options available near the hotel:

