

NEWSLETTER

E-LEARNING FOR BUSINESS

Issue No. 5

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Quality Management & Training Limited

Where Quality
Counts

Welcome to Spring 2001 Edition

WHAT IS E-LEARNING

E-learning is Internet or Intranet enabled learning. It brings the classroom to the desk and provides faster learning at reduced costs. It increases the access to learning and expertise with clear accountability for all the participants.

In the information age, learning opportunities span a lifetime from childhood to adulthood. Skills and knowledge need constant refreshing to keep up with new technologies and trends.

E-Learning Empowers People, you can know more and learn faster with less cost. It allows you to harness the power of information and knowledge.

A better trained staff brings with it benefits for business through:

- Greater productivity
- Increased profitability
- Enhanced employee loyalty

Specific areas in E-Learning include:

- Cost of quality
- Process development
- Audit
- IQA Introduction to QA (A11) - shortly released by QM&T
- IQA Quality Management (A12) - shortly released by QM&T

E-Learning is a flexible option and should be seriously considered when reviewing training choices. The amount of training currently available that has been specifically developed for E-Learning is constantly growing. According to Cisco over 70 million people received an education on the Internet in one year. Soon every job on Earth will be available on the Internet. Where does this leave your organisation?

If you would like further information about E-Learning courses available or would like to have an E-Learning course developed for your organisation please contact QM&T, help@qmt.co.uk

Free Electronic Newsletter

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Send you e-mail address to help@qmt.co.uk

COURSES

QM&T offer a variety of courses including:-

- A11 Introduction to Quality Assurance
- A12 Quality Management
- B2 Statistical Analysis for Control of Quality
- B6 Computing & Quality Assurance
- Diploma (in Quality Assurance)
- A11 & A12 Workshops

QM&T WORKSHOPS

Join our workshops to help with your revision

Workshops: 3, 4, 10, 11 May 2001

Cost: £149 per day

Closing date 20th April

Tel: 01256 358083 or 01483 453511

E-mail: help@qmt.co.uk

NEWS

ON-LINE CALIBRATION

An Internet calibration service has been launched. This will allow instruments to be calibrated directly against National Measurements Standards without having to take them to the National Physical Laboratory (NPL). The system will provide remote high frequency electrical calibrations needed in the telecommunications, computing and defence industries.

NEW SITES TO VISIT FOR QA

www.iso.ch

For help and advice on the latest changes to the ISO 9000 series of standards log on to www.iso.ch/9000e/revisionstoc.htm.

www.freequality.org

It has been reported that a new Web site www.freequality.org is in the process of being developed by a team of students at Pennsylvania State University. It has been claimed that users will soon be able to download or use a wide selection of industrial quality tools and quality management applications such as control charts, training materials, analytical tools, a searchable quality link library etc.

www.qmt.co.uk

Don't forget Quality Management and Training's own site for news and updates

Complaints.com

As a nation we are known to be very reserved and good at patiently queueing, but we are now becoming much more expert at complaining and much quicker to insist on getting our money's worth. Type COMPLAINTS in any of the search engines,

and you will come across a variety of websites. Some give general advice on how to make a complaint and those of official bodies such as the Office of Fair Trading at www.oft.gov.uk give information on consumer rights. Similarly, the Trading Standards Institute, at www.tradingstandards.gov.uk, offers guidance on resolving disputes. www.complainsdomain.com offers dissatisfied customers a helping hand in getting their problems resolved. The website offers to write to the organisation concerned on the complainant's behalf.

NEW TECHNICAL HANDBOOK

BSI's Technical Information Group have recently revised and expanded their "RFI Digital Devices USA" handbook. This will be particularly useful for manufacturers who export IT equipment to the USA. The CE mark in Europe shows that the IT products comply with the EC directive on electromagnetic compatibility (EMC). In the USA, CE marking is not sufficient and all Information Technology equipment (including personal computers and peripherals) to be placed in the US must comply with the Federal Communications Commission (FCC) specifications for EMC. The equipment cannot be self-certified as it can for the EC directives, but the test results can now be reviewed by commercial certification bodies - Telecommunications Certification Bodies (TCBs).



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Contacting QM&T

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