

Fundamentals of Marketing

4 & 5 February 2009

Essential Management Skills

11 & 12 February 2009

Process Mapping for Process Improvement

17 February 2009

Assertiveness & Workplace Confidence

18 & 19 February 2009

Effective Project Management

25 & 26 February 2009

Successful Proposal Writing

5 March 2009

Process Management for Improvement

11 & 12 March 2009

Managing Customer Experience

19 March 2009

Managing the Virtual Organisation

25 March 2009

Train the Trainer

1 & 2 April 2009

Finance for Non-Financial Managers

8 & 9 April 2009

Professional Writing

22 April 2009

Effective Presentation Skills

23 April 2009

ISO 9001 QMS for the Public Sector

29 April 2009

Developing Business Excellence

6 & 7 May 2009

Continual Improvement Tools & Techniques

13 May 2009

Creative Thinking & Problem Solving

14 May 2009

CE Marking & the Machinery Directive

14 May 2009

Managing Change at Work

20 & 21 May 2009

The Low Voltage & EMC Directives

21 May 2009

Emotional Intelligence Goes to Work

27 & 28 May 2009

Integrated Management System

2 June 2009

Statistical Process Control

3 June 2009

Failure Mode & Effects Analysis

4 June 2009

Quality Auditing - Principles & Practice

10 & 11 June 2009

Essential Management Skills

17 & 18 June 2009

Effective Project Management

24 & 25 June 2009

ISO 13485 Quality Management System

30 June 2009

Separate leaflets, which give additional information, are printed for each course in the programme. If you require further information or advice, would like to be added to the mailing list or wish to make a course booking, please contact the CPD office:



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