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Meeting Industry Need

Customer Satisfaction Survey Results Announced

In April 2015, eQuaLearn released a survey to customers who have taken a training class in the last three years, including those who participated in a complimentary course at a Nadcap meeting. Over 300 customers participated in the survey. The aim of the survey was to measure how well eQuaLearn is meeting their training expectations.

Why eQuaLearn training?

45% of respondents indicated that the intended purpose of attending eQuaLearn training was to improve their knowledge of the subject being taught. 32% responded by saying the objective was



to improve their company's Nadcap audit performance, and 23% hoped to improve their personal work performance.

When asked to rate whether the training they attended met their intended purpose, 88% agreed that it did. Further, 52% of respondents reported additional benefits to attendance, with comments

such as: "The training expanded my knowledge base and supported my promotion," and "The training enabled me to pass on vital information to the Heat Treat Department which had been missing due to the lack of knowledge of AMS2750E."

The interaction with the eQuaLearn team also scored highly, with 92% of customers satisfied with the professionalism and knowledge of the team.

When asked whether they were likely to sign up for more eQuaLearn training in the future, an overwhelming majority of respondents (95%) said they were likely to do so.

About the Survey Respondents

337 people took the Survey. 38% of the Survey respondents have worked in aerospace for over 15 years, while 33% have been in the industry less than 5 years. The remaining respondents have worked in aerospace between 5 and 15 years.

67% work in Quality, 14% in Engineering, 12% in Manufacturing, 6% in Production and 1% in Human Resources or Training departments.

In terms of eQuaLearn courses that customers attended, almost one-third of respondents (32%) attended courses associated with Heat Treatment, such as [Introduction to Pyrometry](#), while 16% of respondents attended *Nadcap Audit Preparation* or [Nadcap Checklist Review](#) classes, and 16% attended [Root Cause Corrective Action](#) classes.

These results are consistent with eQuaLearn data regarding course popularity.

Five Years of Free Training at Nadcap Meetings

Nadcap meetings take place three times per year in locations around the world, optimizing opportunity for attendance by the global supply chain. Since 2010, the Performance Review Institute (PRI), the not-for-profit organization that administers Nadcap, has offered free training to attendees at Nadcap meetings.

In the past five years, 2,182 aerospace industry professionals have benefited from improving their knowledge via these complimentary training sessions, saving the industry almost \$600,000 in training costs. Topics include subjects as varied as Nadcap Audit Preparation, [Root Cause Corrective Action](#) and [Introduction to Pyrometry](#), some of which have been taught in different languages.



Joe Pinto, Executive Vice President and Chief Operating Officer of PRI, explains “PRI’s goal is to be a global provider of customer-focused solutions designed to improve process and product quality and

promote collaboration among stakeholders in industries where safety and quality are shared goals. Professional development opportunities such as free training at Nadcap meetings is a key part of meeting our organizational objective. I am committed to continuing to listen to our customers and providing training on relevant topics to support continual improvement and knowledge transfer in the aerospace industry.”

The complimentary eQuaLearn training will be offered shortly at the [next Nadcap meeting](#) which

takes place in Montreal, Canada, on June 22-26. Please check the schedule of classes and sign up now at www.eQuaLearn.com!

Successful Launch of the New MedAccred Training Courses

The first MedAccred Supplier Forum took place on May 12th and 13th in Pittsburgh, USA.

The Forum had a dual purpose – to educate companies interested in the MedAccred program and to train them on how to prepare for MedAccred audits.

The Forum attendees, who were representatives from medical device manufacturers and suppliers, were offered complimentary training sessions on [Internal Auditing](#), *MedAccred Audit Preparation* and *Root Cause Corrective Action – MedAccred Style*. These sessions were abbreviated versions of a new range of eQuaLearn courses designed to support



The aim of the MedAccred Audit Preparation course is to teach the attendees about scheduling MedAccred audits and using other related functions of eAuditNet, the online audit management system.

The popular eQuaLearn [Root Cause Corrective Action \(RCCA\)](#) course

was originally developed to help aerospace suppliers to address non-conformances identified during an audit by analysing the causes and implementing sustainable corrective action. At the MedAccred Supplier Forum, a shortened MedAccred-specific version of the course was conducted for the first time.

Other essential eQuaLearn courses, such as the [Checklist Review](#) series which provides an in-depth insight into the audit criteria for various critical processes, have also been re-designed specifically for MedAccred.

Additional MedAccred training opportunities will be available later in 2015. To learn more about eQuaLearn, please visit the eQuaLearn [website](#) or [contact](#) the team for more information on the new MedAccred classes.

“Since 2007 eQuaLearn has been providing a range of professional development courses to meet the needs of the aerospace industry. It is a great pleasure to witness the successful launch of eQuaLearn training for the medical device industry,” said Joe Pinto, Executive Vice President and Chief Operating Officer at the Performance Review Institute (PRI). “By introducing training in support of MedAccred audits, PRI is proud to be able to offer a holistic approach to help the industry in their efforts to continually improve critical process capabilities in the supply chain.”

About MedAccred

MedAccred is an industry managed supply chain oversight program that reduces risk to patient safety, assures quality products and compliance with requirements as they apply to critical processes used in the production of medical devices. Learn more at <http://p-r-i.org/medaccred/>

The New Level of eQuaLearn Membership



To further support our customers, a new membership option is now being offered by eQuaLearn.

The [individual membership](#) is ideal for individuals from small companies who wish to take more than one eQuaLearn course in a twelve-month period. It allows for 50% savings on any public training course or webinar enrolment. The individual membership fee is \$600/£392/€533* per 12 month period.

Here is an example of the savings you can make as an individual member:

If you choose from the most popular eQuaLearn courses, such as [Introduction to Pyrometry](#), currently offered at \$999 for a two-day course, and the [Nadcap Audit Preparation-Heat Treating](#) course which costs \$725, then as a member, you would pay \$862 instead of \$1724 for the two courses, saving \$862. When you factor in the membership fee of \$600, it's still a saving of \$262, meaning that every other course you take that year will keep costing you half the price.

If you are or have recently employed a new Quality Manager/Operator who would benefit from multiple training courses throughout the year, the new individual membership will perfectly meet your needs.

*Correct as of June 10th 2015

Professionals joining at the individual membership level get the following benefits immediately:

- ✓ 50% discount on public enrolments (unlimited)
- ✓ 50% discount on webinar enrolments (unlimited)
- ✓ Access to training records/transcripts (official recordings of the courses attended by the customer during his or her membership period)

eQuaLearn membership is an efficient way to support the need for continuous staff development and improved productivity.

[Contact the team](#) to get more information on the individual membership level and other [eQuaLearn membership](#) levels and start saving on your training today!



eQuaLearn Onsite Training Interview with Barden Corporation

Irma Mendoza, the NDT Supervisor at Barden Corporation, Connecticut, USA, shares feedback on her company's recent eQuaLearn onsite training experience in an interview with eQuaLearn.

Could you please tell us a little about your company?

Our company specializes in ball bearings' manufacturing, and the group that I supervise deals with NDT inspection. Aerospace is the biggest part of our activity, but we also do some work in the

automotive industry. Over 400 people work for the company, and there are 12 people in the NDT group. I personally have worked here for 27 years. Some members of the NDT group who attended the training have up to 40 years' experience.

We have been Nadcap accredited in Chemical Processing, Heat Treating and NDT for a number of years now, and hold merit status for Chemical Processing and Heat Treating.

What eQuaLearn training did you do and what made you choose eQuaLearn?

The course was Nadcap Checklist Review-NDT, and we did it because first of all, we have no-one internally to do the necessary training. Not every member of staff goes through Nadcap audits every time, because we have different shifts, and we wanted to make all the team members aware of what the Nadcap auditor is looking for and what the focus of the audit is. The intent was to help staff members who do participate in the Nadcap audits to focus on the expectations and not get sidetracked. In other words, the training helped our personnel know what to expect from a Nadcap audit.

We had the whole team of 12 trained. Since Nadcap auditors tend to cover all the shifts in an audit, there was a need for training for all the personnel. That was a big commitment. We had two groups of six plus four from other groups trained over two 2-day sessions, which took place about one month apart.

What was the main reason for choosing onsite training instead of a public class?

We had onsite training because we had such

a large number of people to train. It was the easiest and most convenient way – to have them trained onsite. It was also less expensive to have the training brought over to our premises than to pay for travel for 12 people.

What were the goals of the training from your perspective?

As I mentioned before, preparing for the Nadcap audit and understanding auditor expectations was key. The other part of it was to train staff so they could become auditors themselves for other processes if we needed them to.

We have an internal program called “Certified Operators”. My group audits the work of our operators as part of this program. The eQuaLearn training helped us to become better at carrying out that function.

Were there other benefits of having the class onsite rather than attending public classes?

Beyond the financial side, we could choose exactly what we wanted to be covered by the training. We identified specific parts of the audit scope that we wanted to focus on, and consequently, those four NDT methods were discussed in detail over two days of training.

The attendees were told to focus on what we really needed them to target and the instructor was well prepared ahead of time. We wanted them to concentrate on the methods and learn how to better prepare for an audit and get a good understanding of what the auditor is looking for.

By the end of the course all the attendees had a good grasp of the auditor’s expectations and how to satisfy them in a Nadcap audit.

How satisfied are you with the skills and knowledge acquired during the training?

Very satisfied. A lot of ideas came out of that training that will help us to work together better moving forward and hopefully improve our Nadcap audit and internal audit performance. It increased awareness of Nadcap requirements.

It was good to have all the NDT group members take the training. A single person may have not been able to grasp every point. Whereas when a number of



people get trained, some will understand what the others don’t and vice versa, and then share their understanding with colleagues.

Each participant also had the chance to contribute their own skills and experience to the discussion. The instructor was very good, very efficient and punctual. He followed the schedule and answered the questions in detail.

Overall the training was very good, but a little tiring because it was very interactive and there was a lot of information to absorb. The training experience was very helpful and I’m pleased because it seems like the attendees got exactly what they needed from it.

Contact Information

If you would like more information on training opportunities, please contact

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