



GATHER AND MANAGE INFORMATION FOR DECISION-MAKING

Unit Standard: 115823



Course Information



Qualification Title	National Certificate: Quality Management Systems
Course Title	Gather and Manage Information for Decision-Making
Course Level	5
Course Credits	5
Course Duration	Three days
Cost of Course	R 2 800,00 per delegate (excluding 15% VAT)

Course Overview

People credited with this Unit Standard will be able to gather and report on any information to enable decisions to be made on the functioning of a business. They will also be able to develop and maintain effective data, gather, network and give feedback on the data gathering process.

Quality Management System

Who Should Attend?	Practitioners in quality management and anyone who directly deals with gathering and recording business-related information for decision-making purposes.
Course Objectives	- Establish an information-gathering team. - Identify information required. - Gather information and record information. - Information report gathered. - Develop a feedback system.
Benefits	Benefits of this course include learning to: - Ability to identify and solve problems by utilising creative thinking processes to gather and analyse information. - Work effectively with others by actively participating in the data processing team. - Organise oneself and one's activities to carefully record the gathered information to ensure accuracy and detail. - Collect, analyse, organize, and critically evaluate information to distinguish between useful, relevant information and useless information. - Communicate effectively with all stakeholders in the data gathering processing team. - Use science and technology to gather, record and analyse information regarding the SMME. - Understand the world as a set of related systems by seeing the relevancy of seemingly unimportant information to the SMME and advice to be provided and its impact on the effectiveness of the business.

Course Content

Course Modules	Course modules consist of: - Team members identification based on needs and expectations of the SMME. - Goals and objectives, regarding where and how information is to be gathered, are defined in consultation with team members. - Assigning team members with clear and separate roles and responsibilities in writing.
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	4. Rules and responsibilities of team members according to company standards and procedures. 5. Sources and types of information to be gathered by the team 6. Guidelines on additional incidental information according to historical patterns 7. The format for reporting the information gathered 8. The time frame for the information gathering and report writing process 9. Sources of relevant information 10. Information validation according to established criteria. 11. Accurate recording of relevant information according to set procedures 12. Regularly reporting required information by set time frame and format 13. Logical presentation of gathered information according to the set criteria 14. Validation of used information
Certification and Assessments	All delegates who complete the summative assessment will be assessed, moderated, and receive a SOR (Statement of Results). Thereafter a Certificate of Competence from WWISE (or SETA for qualifications) will be issued.

About WWiSE

Who are we?

World Wide Industrial & Systems Engineers (WWiSE) is an ISO consultancy, training, business solutions, and systems implementation firm based in Southern Africa that provides clients with effective business processes management solutions in preparation for ISO compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, both locally and internationally. We also strive to be the leading training providers in SHERQ, ISO, Engineering, Finance, Business, and Project Management.

What do we do?

Our services are aimed at the improvement of quality, efficiency, knowledge, and competitiveness of client companies. This service range includes:

- ISO and SHERQ Systems implementation services, whereby we assist clients in meeting the requirements of (but not limited to) ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001, and ISO 45001 Standards.
- Integrated Management Systems development whereby we integrate several business systems and management solutions into a single management system to comply with standards.
- Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business, and Project Management to meet job responsibilities and expertise requirements of International Standards.
- ISO and Legal Auditing which includes Gap Analysis Audits, Product, Process, Procedural, and Systems auditing by our registered SAATCA Auditors.
- Customised web-based solutions integrating current systems to be in line with ISO requirements.

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training, and auditing.