


Training Video Resources



- Gorillas in the Midst – Auditing to Add Value**
This video is designed for internal and external auditors of standards such as: ISO 9001:2000, ISO 14001, and other management systems and codes of practice such as in health and safety, HACCP, health care, aged care, GMP and others.
Video & Resources 27 minutes plus Presentation Pack on CD-Rom containing a Slide Presentation, Facilitators Guide and Self Study Guide.
Price: NZ\$695 plus GST
For training providers and public use **NZ\$1890 plus GST**

-  **Connor - Leadership Skills for Customer Satisfaction**
Meet Connor. At Far East Trading, an international company, Connor is the logistics and warehouse manager. He gets things done and he works to process. He is a competent manager. However, when it comes to customer satisfaction, he just doesn't get it. He lacks knowledge and leadership skills. That is, until he takes a little road trip.
Video & Resources 29 minutes plus Presentation Pack on CD containing Slide Presentation and Facilitator's Guide.
Price: NZ\$695 plus GST

- ISO 9000:2000 in Focus**
This unique and contemporary video is designed to motivate and educate managers and employees at all levels. Using actual, international case studies, this package covers the main quality principles of the new ISO 9001:2000 standard.
Video & Resources 20 minutes plus Presentation Pack on CD-Rom containing a Slide Presentation, Facilitators Guide and Participants workbook.
Price: NZ\$695 plus GST

- Getting it Right – Advanced Auditing Skills**
Technical matters such as ISO Standard audits require advanced interpersonal skills. This video show auditors how and when to use the right type of questions and how to minimise resistance and suspicion.
Video & Resources 29 minutes plus study guide on disk.
Price: NZ\$595 plus GST

- Introducing the Tools of Continuous Improvement**
This best selling video is for supervisors, employees, and teams who need to know the main quality improvement tools. Tools include flow charts, run charts, histograms, pareto charts, scatter diagrams, control charts, check sheets, cause and effect diagrams.
Video & Resources 23 minutes plus a reproducible 90 page workbook on disc.
Price: NZ\$595 plus GST

- The ISO 4000 Challenge – Environmental Management**
Share the experience of three Australian organisations. MacMahon Contractors, Bonlac Foods and Woollahra Council, talk first hand about how the principles of an environmental management systems apply in their business.
Video & Resources 21 minutes plus facilitator's guide.
Price: NZ\$595 plus GST

- OH&S Management Systems - a Practical Approach**
Bob is a production manager. His "fix it when it goes wrong" approach to safety clearly isn't working, and he must find a way to improve safety performance. With Bob's assistance, you'll uncover the main elements of a safety management system, understand how it works, and why it's successful in achieving continuous improvement. Sponsored by Standards Australia.
Video & Resources 16 minutes plus guide for facilitators and self paced learning.
Price: NZ\$395 plus GST

- How to Lead OH&S Risk Management**
As a manager or team leader, how do you facilitate the risk management process with your staff? What do you ask them to do? How do you get them involved? Learn how to get your staff to contribute to the risk management process to provide you with a system that's complete and effective. Sponsored by Standards Australia.
Video & Resources 16 minutes plus guide for facilitators and self paced learning.
Price: NZ\$395 plus GST

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