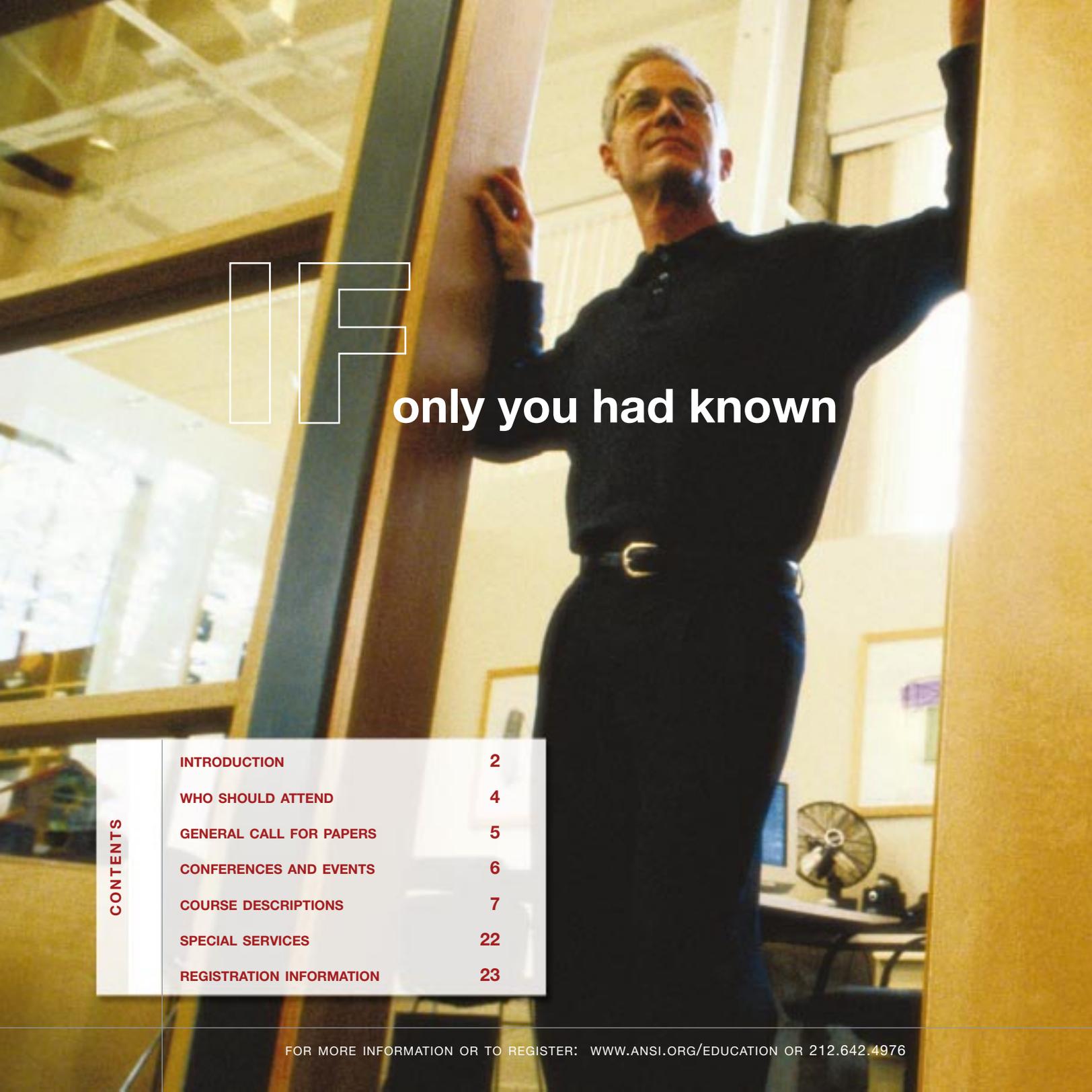


# EDUCATION AND TRAINING SERVICES



*American National Standards Institute*



IF

only you had known

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**TIMELY, RELEVANT AND ACTIONABLE INFORMATION IS ESSENTIAL  
FOR THOSE INVOLVED IN TODAY'S STANDARDIZATION ACTIVITIES.**

## **ANSI Education and Training Services delivers the knowledge you need for success.**

**A**s coordinator of the U.S. voluntary consensus standards and conformity assessment system, the American National Standards Institute (ANSI) is committed to delivering a unique set of educational products for U.S. businesses, consumers, organizations and government agencies.

Since it was formed nearly ten years ago, our Education and Training Services department has created and presented hundreds of courses to thousands of personnel in all major technology areas. Supported by an advanced knowledge management program and an extensive infrastructure, our talented instructors respond to the specific needs of our students.

### **MAKING LIFE EASIER**

We make life simpler, more convenient and more efficient by helping ANSI's members and constituents effectively navigate a myriad of national and international standards development and conformity assessment activities impacting their industry or quality of life. Our training sessions focus on the refinement of

specific skills necessary to improve one's understanding of; or participation, administration or leadership in; standards and conformity assessment activities.

Whether you attend one of our public forums offered around the country or take advantage of a customized session developed for your organization and offered on-site, our team works to ensure that every participant thoroughly understands the issues under review and walks away with an action plan for the future.

We look forward to working with you at one of our next sessions.

***ANSI provides an educational experience that will positively affect your ability to influence the key economic, technological, and societal issues impacting your business today and into the future.***

Dr. Mark W. Hurwitz  
ANSI President and CEO



WHO SHOULD ATTEND

## ATTEND AN ANSI EVENT

**A**NSI's training solutions are designed and tailored for anyone interested in influencing the development and promulgation of standards and conformity assessment systems around the globe, including:

- Novices to the standards development and conformity assessment community
- Corporate standards personnel
- Members, officers and administrators of national and international standards committees
- CEOs; senior managers; business, manufacturing and engineering managers; and other corporate personnel responsible for increasing profits, proficiency and production
- Federal, state and local government staff and officials
- Members of standards developing organizations responsible for standards development, strategic planning or government relations
- Accreditation and certification personnel from corporations, organizations and government agencies
- Consumers

Newcomers will benefit from ANSI courses that illustrate the value of participation in standardization and conformity assessment activities and that provide orientations to organizations, personnel and standards development procedures. Seasoned members of the community will benefit from a variety of specialized techniques to maximize their return on investment for participation and assist in successfully influencing the content of documents or programs now under development.

Everyone who attends an ANSI course will walk away with a greater understanding of the role that standards and conformity assessment play in facilitating global trade, enhancing U.S. competitiveness in global markets, improving health, safety and the environment, and improving the relationship between the private and public sectors.

*Wonderful class!*

*Excellent course material and presentation. The examples were real life — easy to follow.*

Joan Scheffler  
Chief, Inspection & Testing  
AAFES

## HELP ANSI CREATE FUTURE PROGRAMS

The advice and guidance of ANSI's members and constituents helps to keep the Institute's educational programming fresh and focused. We always welcome input and contributions<sup>1</sup> for papers, courses, seminars, tutorials, hands-on computer or other types of workshops, distance learning content, conferences, keynotes, panels, roundtables, breakout sessions and more. We also invite your comments on the topics identified below.

### IMPACT OF . . .

- standardization and conformity assessment on international commerce
- the increasing pace of innovation and competition on standards development
- international standards setting activities as a means to help U.S., multinational or international companies gain access to world markets and/or increase sales and profits
- national and regional approaches (including the ethical, cultural and structural differences of standardization systems) to global standardization
- emerging economies and their effect on standards setting and conformity assessment activities
- regulations and/or non-tariff barriers to trade

### How . . .

- standards can be used as a business development tool and/or integrated into business planning

### <sup>1</sup>PROPOSAL SUBMISSION FORMAT

- Title
- Format (e.g., paper, breakout, keynote, workshop, panel, etc.)
- Focus (e.g., issues/concerns to be addressed)
- Synopsis of session (50-word maximum)
- Target audience (e.g., corporate, government, academic, etc.)
- Level of presentation (e.g., introduction, intermediate, advanced)
- Length or duration

- senior management from the private and public sectors can participate or become involved in standardization activities
- to effectively enhance public- and private-sector partnerships in standards development

### COMMENT UPON . . .

- success and failures in corporate standards development
- industry sector challenges and issues
- best practices in standards development
- the impact of technology on standards development
- key social, environmental and safety issues
- university faculty outreach and student education
- strategies and trends in accreditation and certification
- conformity assessment opportunities and challenges

- Short biography of presenter(s)
- Contact information for each presenter
- Resources required

### SEND PROPOSALS TO:

Director, Education & Training  
American National Standards Institute  
25 West 43rd Street, Fourth Floor  
New York, NY 10036  
**Telefax** 212.398.0023  
**E-mail** training@ansi.org



## WORLD STANDARDS WEEK AND THE ANSI ANNUAL CONFERENCE

**E**ach autumn, members of the standardization community gather in Washington, DC for the annual U.S. celebration of World Standards Week. The week's programming, which includes an exciting mix of conferences, events and ceremonies, is designed to attract a diverse audience for networking, information exchange and discussion of timely domestic, regional and international issues.

### ANSI ANNUAL CONFERENCE

A featured event of the week is the two-day ANSI Annual Conference, a one-of-a-kind program designed to focus on standards and conformity assessment as key issues affecting global business and trade. Intensive sessions and workshops are combined with opportunities to engage in a personal dialogue with leading industry, government, consumer and academic experts from around the world. Hear how these diverse interests are using standardization activities to facilitate commerce at the local, national, regional and global levels; minimize cost and operational burdens; and resolve societal issues such as safety, health and the environment. Walk away with an understanding of how your organization can apply these same principles to gain a strategic advantage in your industry sector.

### OTHER WORLD STANDARDS WEEK ACTIVITIES

Other highlights include the ANSI Annual Awards Banquet and Ceremony recognizing individuals who have demonstrated outstanding leadership and service and the annual World Standard Day Reception and Dinner. The latter event is sponsored by a planning committee comprised of representatives from major companies, professional and technical societies, trade associations, standards developers and government agencies. ANSI co-chairs this U.S. World Standards Day Planning Committee with the National Institute of Standards and Technology (NIST), and the current year's host.

*Just wanted to let  
you know I thought the  
conference was terrific.  
Great job!*

Libby Parker  
Global Standards  
Information Group  
NIST

### FOR MORE INFORMATION

Contact the ANSI Education and Training Director or visit ANSI's website ([www.ansi.org/wsweek](http://www.ansi.org/wsweek)) for current information on World Standards Week, a detailed daily schedule of events, sponsorship and registration information, and more.

**IT'S NEVER TOO EARLY TO TAKE ADVANTAGE  
OF NEW LEARNING OPPORTUNITIES**

*The instructor was  
fabulous! Best training  
I've been at in years.*

Lena Ferris  
Policy Analyst  
U.S. EPA



**GENERAL INTRODUCTION**

Introduction to Standards and Conformity Assessment . . . . .8

Standardization Principles and Practices:  
Fundamentals of Standards and Global Standardization . . . . .9

**BUSINESS/INDUSTRY FOCUS**

Strategic Standardization Management Briefing for Corporate Executives . . . . .10

How Your Organization Can Benefit from Participating in the  
National and International Standard Development Process . . . . .11

Effective Business/Industry Participation in Standards Development:  
Strategies for Success . . . . .12

Leadership Training: Managing Standards Activities Effectively . . . . .13

**GOVERNMENT/PRIVATE SECTOR FOCUS**

Making the Most of the Public-Private Partnership in Standards . . . . .14

Developing Voluntary Standards for Government Use . . . . .15

**NATIONAL STANDARDS FOCUS**

The American National Standards Development Process (ANS):  
The American Way . . . . .16

**INTERNATIONAL STANDARDS FOCUS**

The Operating Procedures of ANSI-Accredited U.S. TAGs to ISO:  
Strengthening the U.S. Voice in International Standardization . . . . .17

ISO Secretariat Operations: Taking the Secret Out of Secretariat . . . . .18

Project Leader Training: Editing and Using the ISO Electronic Templates . . . . .19

Effective U.S. Delegate Representation and Advocacy in the  
International Standards Arena . . . . .20

**CONFORMITY ASSESSMENT FOCUS**

Personnel Certification Standards: Understanding the Requirements  
of ISO/IEC DIS 17024 . . . . .21

## INTRODUCTION TO STANDARDS AND CONFORMITY ASSESSMENT COURSE NUMBER 302 – HALF DAY

### OBJECTIVE

Get a better understanding of standards: how they are developed, why they matter, and how they relate to business, government, organizations and the consumer. Explore conformity assessment tools such as testing, certification, and accreditation as mechanisms for demonstrating that products, processes, systems or personnel comply with a particular standard.

This is an excellent introduction for other training programs.

### WHAT YOU WILL LEARN

Learn how standards play a part in the global economy; U.S. competitiveness; and health, safety and the environment. Review ANSI's role in the standards development process at both the national and international levels. Examine the standards development and conformity assessment process from a strategic perspective and understand the role of these programs in a global marketplace. Discuss how the U.S. interfaces with international standards organizations and the value of participating in ANSI activities.

### WHO SHOULD ATTEND

Corporate senior management and business line managers, government staff, consumers or consumer representatives, students, and anyone who wants a basic knowledge of standards development and conformity assessment

### FEE

\$195 Members  
\$295 Non-members

*The instructor was excellent; very willing to take the time to explain points that were not clear.*

Marla Popkin  
Outdoor Power  
Equipment Institute

INDUSTRIES SERVED BY ANSI INCLUDE: CONSTRUCTION EQUIPMENT

FOR MORE INFORMATION OR TO REGISTER: [WWW.ANSI.ORG/EDUCATION](http://WWW.ANSI.ORG/EDUCATION) OR 212.642.4976



**STANDARDIZATION PRINCIPLES AND PRACTICES:  
FUNDAMENTALS OF STANDARDS AND GLOBAL STANDARDIZATION  
COURSE NUMBER 634— TWO DAYS**

**OBJECTIVE**

A comprehensive introduction to the development and use of industry standards and conformity assessment programs, this course will help those faced with new standards-related responsibilities to get a “head-start” to becoming productive committee participants and effective standards professionals. The impact of standardization on global trade is addressed, as are the well-known international standards for quality (ISO 9000) and environmental (ISO 14000) management systems. Each participant will receive a copy of the book, *Standardization Essentials: Principles and Practice* (a \$115 value).

**WHAT YOU WILL LEARN**

**DAY ONE: FUNDAMENTALS OF STANDARDIZATION**

- History of standards
- Terminology
- Purpose of standards
- Types of standards
- U.S. standardization system
- Informal vs. formal standard development
- Standards and the law
- Conformity assessment: laboratory accreditation, quality system registration, product certification
- Strategic Standardization

**DAY TWO: ELEMENTS OF GLOBAL STANDARDIZATION**

- Management system standards (ISO 9000, ISO 14000)
- National vs. International Standards
- Using International Standards to leverage world markets
- Standardization and technical barriers to trade
- Consumer product safety, safety standards and product certification in a global market
- Standardization and quality assurance in developing countries

**WHO SHOULD ATTEND**

Corporate management, engineering and design personnel; government and public administration representatives; standards developing organization staff and volunteers; consumers; faculty and students; and anyone interested in acquiring an in-depth understanding of national and international standards development use and conformity assessment issues

**FEE**

- \$495 Members
- \$595 Non-members

INDUSTRIES SERVED BY ANSI INCLUDE: PETROLEUM



**STRATEGIC STANDARDIZATION MANAGEMENT BRIEFING FOR CORPORATE EXECUTIVES  
COURSE NUMBER 306 – HALF DAY**

**OBJECTIVE**

This introductory course will help participants quickly understand why Strategic Standardization Management\* (SSM) is critically important to a company, business or industry. Examine standardization as a business, political and technical issue and discover ways to ensure that your business is competing on a level playing field.

\**Strategic Standardization Management* is a management discipline that investigates all aspects of standardization across a business or industry, and then defines, recommends, and implements appropriate strategies and policies to increase competitive advantage, or avoid competitive disadvantage. Making a standards policy an integral part your corporate business strategy will reduce costs and time to market, open new markets and increase sales, reduce trade barriers and enhance competitiveness

**WHAT YOU WILL LEARN**

- Gain competitive advantage by influencing the content of standards
- Develop an effective voice during standard setting activities (avoid playing the game by your competitor's rules)
- Help create new markets, strengthen existing ones and ensure foreign market access for your products, services and personnel
- Minimize time to market
- Avoid standards that add cost but no value and standards that restrict trade

Examine industry case studies of organizations (private and public) buying into the SSM process.

**WHO SHOULD ATTEND**

CEOs; senior business, manufacturing and engineering managers; and other company personnel responsible for increasing profits, proficiency and production

**FEE**

- \$295 Members
- \$395 Non-members

You will learn how these companies have:

- Focused the corporate perspective on the strategic use of standards
- Made SSM an integral tool in the business planning process
- Made product and service development more effective
- Identified standardization opportunities for joint development of parts, components, and engineering processes across the industry
- Reduced cost
- Strengthened global market positions
- Increased the understanding at all management levels of the global impact of Strategic Standardization Management



**HOW YOUR ORGANIZATION CAN BENEFIT FROM PARTICIPATING IN THE  
NATIONAL AND INTERNATIONAL STANDARD DEVELOPMENT PROCESS  
COURSE NUMBER 303 – FULL DAY**

**OBJECTIVE**

This comprehensive program will help you learn how to promote and protect your company through effective participation in standards activities and influence the development of national, regional and international standards. Understand how Strategic Standardization Management (SSM) can help define a market, product or service; legitimize new technologies or products; maximize competitive and performance advantages; and strengthen your organization's global strategy and competitive position in the marketplace. Find out how corporate, national and international standards, when applied strategically, can assist an organization's new product development teams and help them to avoid costly omissions and violations.

**WHAT YOU WILL LEARN**

ANSI, the leader in the standards development and conformity assessment process, will demonstrate how you can influence the content of standards; manage the impact of standards on your organization; minimize antitrust and product liability exposure; and enhance the public perception of being a good corporate citizen, industry leader and innovator.

Optimize your understanding of ANSI and the U.S. standards development process by recognizing the strategic role of standards in a global marketplace. Learn how to differentiate between the key players and how the U.S. interfaces with regional and international standards organizations. Obtain a solid understanding of standards and how they are created, the American National Standard process, the international process, and identify the benefits associated with involvement in global standardization activities

**WHO SHOULD ATTEND**

CEOs; senior managers; standards, business, manufacturing and engineering managers; and other company personnel responsible for increasing profits, proficiency and production in the standards arena

**FEE**

\$395 Members  
\$495 Non-members

INDUSTRIES SERVED BY ANSI INCLUDE: PIPING AND FLUID CONTROLS

FOR MORE INFORMATION OR TO REGISTER: [WWW.ANSI.ORG/EDUCATION](http://WWW.ANSI.ORG/EDUCATION) OR 212.642.4976



**EFFECTIVE BUSINESS/INDUSTRY PARTICIPATION IN STANDARDS DEVELOPMENT:  
STRATEGIES FOR SUCCESS  
COURSE NUMBER 209 — ONE AND A HALF DAYS**

**OBJECTIVE**

This intensive seminar and workshop will improve your ability to promote and protect your organization through effective participation in standardization activities. Find out how to prepare for standards committee meetings so you can influence the development of national, regional and international standards. Understand how Strategic Standardization Management (SSM) can enhance your organization's competitive position in the global marketplace and assist core business units to ensure interoperability, improve efficiency, reduce cost and avoid costly omissions and violations.

**WHAT YOU WILL LEARN**

- Why the marketplace demands standards
- How to use Strategic Standardization Management (SSM) as a business development tool for your organization
- Techniques for launching new standards projects within your organization and mechanisms for possible interface with external standards developing organizations and industry groups
- The key national, regional and international voluntary consensus standards developers
- The standards development process (domestic and international) from the initiation of a new project to final approval and publication

In addition, you will discover tips and techniques for effective meeting preparation and participation including:

- An introduction to Parliamentary Procedure—"Robert's Rules of Order"
- Responsibilities of subject matter experts (SME) and committee participants
- How to protect yourself, your company and your committee (business practices and legal issues such as antitrust laws and patent policies)
- General committee policies regarding leadership positions, hosting meetings, submitting reports, and handling ballots

**WORKSHOP**

A hands-on workshop helps participants develop individual strategies and action plans to implement SSM in their companies. Review and discuss relevant standards development case studies, compile industry research and information, identify standards opportunities and potential partnerships, and develop work plans and strategic initiatives.

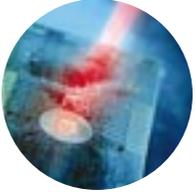
**WHO SHOULD ATTEND**

Corporate standards personnel; members, officers and administrators of national and international standards committees, including subject matter/technical experts and accredited delegates to international meetings; and ANSI-accredited U.S. technical advisory group (TAG) members, officers and administrators

**FEE**

- \$495 Members
- \$595 Non-members

INDUSTRIES SERVED BY ANSI INCLUDE: LASERS  
(MANUFACTURE AND OPERATION)



## LEADERSHIP TRAINING: MANAGING STANDARDS ACTIVITIES EFFECTIVELY

### COURSE NUMBER 211 – HALF DAY

#### OBJECTIVE

This program will focus on the interpersonal, technical and human skills vital for the officers of standards committees (e.g., the chairperson, secretary or administrator, project leaders and more). Gain an understanding of the responsibilities of each team member and learn how to effectively manage the consensus-building process within a committee. Discuss ways to prepare for and conduct efficient and productive meetings, get buy-in for projects at all stages of development, reduce conflict, and expedite the procedural and policy decision-making processes.

#### WHAT YOU WILL LEARN

- Facilitate the group decision-making process
- Develop consensus in an environment where motivations for participation are different
- Maintain progress by understanding procedural options and effective delegation
- Develop draft agendas that help to prepare members and maximize participation
- Utilize alternatives to face-to-face meetings
- Explore ways to effectively record and act upon committee decisions
- Maximize the potential of group dynamics
- Avoid surprises by drawing out non-participants
- Make effective use of breaks
- Learn how to listen, summarize and ask questions
- Manage conflict and controlling “difficult” participants
- Understand problem-definition, information-gathering, evaluation and solution-development techniques
- Understand and implement alternative procedures and deliverables

After attending this program, participants will understand:

- Roles, responsibilities and qualifications of all committee personnel
- Standards development as a group activity
- “Dos and Don’ts” of effective leadership
- The power of strategic planning and the importance of market relevance

#### WHO SHOULD ATTEND

Leaders of national and international standards committees, working groups, task forces, project teams and delegations who want to increase the proficiency and productivity of their committee

#### PREREQUISITE:

Requires current or previous attendance in the ANSI course, *Business/Industry Participation in Standards Development*, or similar experience.

#### FEE

- \$295 Members
- \$395 Non-members

INDUSTRIES SERVED BY ANSI INCLUDE: SAFETY SIGNAGE / TRACTORS (HEAVY EQUIPMENT)



## MAKING THE MOST OF THE PUBLIC-PRIVATE PARTNERSHIP IN STANDARDS COURSE NUMBER 305 – HALF DAY

### OBJECTIVE

Get an introduction to the importance of the public-private partnership in standards to both the private sector and the federal government. Learn how this partnership affects U.S. competitiveness, health, safety, and the environment and why it is important to your organization's mission. Whether you are in government or the private sector, discover how you can use this partnership to advance your organization's interests.

Discuss globally relevant standards and review the roles of regional and international standardization and conformity assessment organizations. Learn why standards and conformity assessment are important to your agency's mission. Understand how the private sector should take advantage of the fact that the government must rely on private-sector standards.

### WHAT YOU WILL LEARN

- The basic structure of the standards community, both within the U.S. and internationally
- How to identify different methods of standards development, and understand how the government uses each of them
- What is conformity assessment? What methods do agencies use for conformity assurance?
- How the National Technology Transfer and Advancement Act (NTTAA) and other federal laws and policies affect the government's use of standards
- How private-sector standards become part of federal regulations
- Strategies for more effective government participation in standards development
- Tips and tools to help in working more effectively with government agencies
- Tips and tools to help in working more effectively with the private sector
- Strategies for getting management support for participation in standards and conformity assessment activities
- The roles of ANSI and the National Institute of Standards and Technology (NIST)

### WHO SHOULD ATTEND

Anyone from either the public or private sector who wants to understand how to use the public/private partnership in standards development to advance his or her organization's interest; federal, state and local government personnel; members, officers and administrators of ANSI-accredited U.S. TAGs and standards committees; subject matter/technical experts

### FEE

- \$195 Members
- \$295 Non-members



**DEVELOPING VOLUNTARY STANDARDS FOR GOVERNMENT USE** (FOR STANDARDS DEVELOPERS)  
**COURSE NUMBER 307 – HALF DAY**

**OBJECTIVE**

This half-day course is designed for the personnel of standards developing organizations who desire an introduction to the federal laws and administrative policies impacting government agencies and their adoption of voluntary consensus standards. Increase your understanding of how and why the standardization and conformity assessment needs of agencies may vary. Develop strategies to facilitate partnering with government departments and agencies to improve the application of voluntary consensus standards. Identify techniques for how best to identify what voluntary standards are necessary for the replacement of government specifications.

**WHAT YOU WILL LEARN**

- How standards developers can work with government departments and agencies to support the increased use of voluntary consensus standards in their areas of expertise
- How voluntary consensus standards are incorporated into federal regulations
- Tips for determining how your standards are being used by regulatory departments and agencies today
- How to develop standards that are suitable for use by government for procurement and regulation.
- Strategies to encourage government participation in the voluntary standards development process
- The use of voluntary standards for government procurement

**WHO SHOULD ATTEND**

Members, officers and administrators of standards developing organizations responsible for the development of voluntary consensus standards, strategic planning, or government relations

**FEE**

\$195 Members  
\$295 Non-members



**THE AMERICAN NATIONAL STANDARDS DEVELOPMENT PROCESS (ANS):  
THE AMERICAN WAY  
COURSE NUMBER 287 – FULL DAY**

**OBJECTIVE**

Gain greater understanding and guidance on the practical application of the American National Standard (ANS) development process and procedures and the value of ANSI accreditation. Learn why U.S. voluntary consensus standards are important, the types of ANSI accreditation, all the stages in the standards development process and how to make the most of participation in standards development.

**WHAT YOU WILL LEARN**

- Benefits of participation in and leadership of U.S. standardization activities
- “Cardinal Principles” of the voluntary consensus standardization system
- ANSI accreditation process for developers of American National Standards (ANS)
- Maintenance of accreditation requirements
- Stages of the ANS development process and related procedural requirements
- Tips for the efficient submittal of standards to ANSI for approval
- How to identify and involve participants
- Importance of due process provisions; implementation options and requirements
- Importance of an appeals policy and the mechanisms for processing appeals
- Audit programs and how audits (both internal and external) can help accredited developers
- Role and motivation of Subject Matter Experts (SMEs)
- Techniques for effective meeting participation and conduct
- How to handle objections and build consensus

**WHO SHOULD ATTEND**

Staff from standards developing organizations; standards committee members, officers and administrators; corporate standards personnel; subject matter/technical experts; and those who want to learn more about how to develop American National Standards

**FEE**

- \$395 Members
- \$495 Non-members



**THE OPERATING PROCEDURES OF ANSI-ACCREDITED U.S. TAGS TO ISO:  
STRENGTHENING THE U.S. VOICE IN INTERNATIONAL STANDARDIZATION  
COURSE NUMBER 208 – FULL DAY**

**OBJECTIVE**

Explore the processes and operating procedures of ANSI-accredited U.S. technical advisory groups (TAGs) to the International Organization for Standardization (ISO). Learn about accreditation, membership, voting requirements and rules for developing positions. Find out how to be an effective international delegate at ISO committee meetings.

**WHAT YOU WILL LEARN**

- Why standards and the international standards development process are important
  - How ANSI provides leadership and support for effective U.S. participation in international standardization
  - The formation, function and role of U.S. TAGs
  - The roles and responsibilities of TAG administrators, officers and project leaders
  - The process for accreditation of a TAG
  - The key ANSI principles of due process, consensus, openness and balance
  - Appropriate TAG communications
  - How to use the new ISO/International Electrotechnical Commission (IEC) Directives and Supplements
  - Who the “players” are in the international standards arena
  - How to develop strong U.S. technical contributions
  - How to map U.S. actions to corresponding international actions and vice-versa
- After attending this program, participants will understand:
- The rules and procedures governing the activities of U.S. TAGs
  - The ISO standards development process
  - How to more effectively facilitate the work of U.S. TAGs and delegates to promote the acceptance of U.S. positions in an international standards committee
  - How to enhance U.S. involvement in the international arena

**WHO SHOULD ATTEND**

Corporate standards personnel and subject matter/technical experts interested in participating in ISO technical activities; current or prospective ANSI-accredited U.S. TAG members, officers and administrators; accredited delegates to international standards meetings

**FEE**

\$395 Members  
\$495 Non-members

INDUSTRIES SERVED BY ANSI INCLUDE:  
ELECTRICITY, ELECTRONICS AND RELATED TECHNOLOGIES



***All U.S. TAG people  
attending international meet-  
ings should take this course.***

Douglas Durant  
Senior Staff Engineer  
John Deere & Co.

## ISO SECRETARIAT OPERATIONS: TAKING THE SECRET OUT OF SECRETARIAT COURSE NUMBER 205 – FULL DAY

### OBJECTIVE

Obtain insight and advice on every aspect of successful International Organization for Standardization (ISO) committee management. Increase your understanding of the international standards development process and learn effective management techniques. Acquire knowledge of the roles and responsibilities of all committee officers. Understand ANSI's relationship to ISO and the International Electrotechnical Commission (IEC). Learn about requirements for ISO committee meetings, and helpful hints on preparation for and conduct at meetings. Also covered are special issues for Secretariats, including a review of new ISO electronic management tools.

### WHAT YOU WILL LEARN

- How a national body participates in the work of ISO and IEC
  - The formation of and responsibilities of technical committees, subcommittees, working groups, and ad hoc groups
  - The qualifications, appointment and responsibilities of committee officers
  - The principles of consensus, project management, cost effectiveness and discipline
  - The secretary's responsibilities at each stage of the technical work
  - How to use the ISO/IEC Directives and Supplements
  - How to prepare, number, issue and track committee documents and projects
  - Meeting schedules, preparation, how to call a meeting, prepare a draft agenda and issue documents
  - The secretary's role at a meeting and interaction with the host
- Special issues of discussion include:
- Interaction between ISO/IEC and European regional standards bodies
    - Helpful hints for the ISO/CEN Vienna Agreement
  - ISO/Technical Committee (TC) Business Plans
  - ISO/TC Server website
  - Electronic Balloting
  - ISO Electronic Templates
  - Electronic File Issues
  - ISO Electronic Management Tools

### WHO SHOULD ATTEND

Those holding, or anticipating holding, ISO committee secretariats on ANSI's behalf and anyone requiring an in-depth knowledge of ISO and IEC procedures for technical work

### FEE

- \$395 Members
- \$495 Non-members

SOCIETAL ISSUES ADDRESSED BY ANSI INCLUDE:  
SAFETY AND HEALTH FOR WORKERS AND CONSUMERS

***Highly recommended  
for any ISO TC/SC secretariat.***

Thane Gilman  
Staff Engineer  
U.S. Coast Guard



**PROJECT LEADER TRAINING: EDITING AND USE OF THE  
ISO AND IEC ELECTRONIC TEMPLATES  
COURSE NUMBER 206 – FULL DAY**

**OBJECTIVE**

Learn the editorial requirements of drafting ISO and IEC standards, gain an understanding of the ISO and IEC editing styles, review issues that are incorporated into the ISO/IEC Directives and understand how to use the ISO and IEC electronic authoring tools.

**WHAT YOU WILL LEARN**

- Tracking and “ownership” issues
- Using the ISO/IEC Directives - Part 2
- The most common editorial pitfalls and how to avoid them
- Structure and layout of an ISO and IEC standard
- How basic English grammar is modified in the language of an international standard and attendant rules that apply
- The difference between:
  - Normative and informative text
  - Requirements and recommendations
  - Mandatory and optional elements

Learn how to :

- handle titles, lists, references, subclauses and other basic elements
- use the ISO Model Document as a resource and tool
- simplify tasks by using the ISO and IEC Electronic Templates

Review electronic file issues related to:

- portable document format (PDF) files and graphic files and formats
- tools to help with DIS and FDIS texts
- ISO resources available online

**WORKSHOP**

The hands-on workshop\* will present an overview of the use and installation of the ISO Driven Standard Template (version 2.0) and the ISO Basic Standards Template, including automated creation of main sections and elements, use and proper application of style sheets, insertion and manipulation of graphics and more. Students will have the opportunity to install the template on their own computers, if desired, and to work with the template by creating a sample standard from scratch.

\*NOTE: Students should have a basic knowledge of the Windows operating system and use of Microsoft Word. Contact ANSI about hardware/software specifications if you plan to use your own laptop.

**WHO SHOULD ATTEND**

Standards editors and writers who need to know the fundamentals of ISO editing and its backbone components and who have little or no knowledge of the ISO Standards Templates

**FEE**

- \$350 Members
- \$450 Non-members

INDUSTRIES SERVED BY ANSI INCLUDE: STEEL AND OTHER METALS (PRODUCTION AND PROCESSING)



## EFFECTIVE U.S. DELEGATE REPRESENTATION AND ADVOCACY IN THE INTERNATIONAL STANDARDS ARENA

### COURSE NUMBER 284 – FULL DAY

#### OBJECTIVE

This course will teach U.S. delegates specific techniques to help represent national positions and policies more effectively in the international standards arena, a critical factor in ensuring that America competes on a level playing field. Discuss the consequences of ineffective representation and explore the impact to an organization or industry or on U.S. trade and economic growth as well as societal issues such as safety, health and environmental protection. Participants will walk away from the session with numerous insider strategies in addition to a better understanding of international politics.

#### WHAT YOU WILL LEARN

- The strategic importance of having a seat at the international table
- A solid knowledge of the rules and procedures governing the conduct of U.S. delegates to international meetings
- ANSI's relationships to ISO, IEC, regional standards bodies and consortia
- How to develop successful strategies and tactics for negotiating U.S. positions in international standards activities
- How to create an effective counterbalance to European or other regional positions
- What it means to be part of a delegation, how you are expected to behave, conditions of your appointment and how responsibilities are assigned
- The roles, functions and coordination mechanisms between various committees and a U.S. Technical Advisory Group (TAG)
- Key players on the international committee, including the positions of chairman, secretariat and project editor
- The stages of technical work, including how projects are initiated, assigned and developed as well as the definition of consensus
- What to do when U.S. positions are unclear and techniques to help win acceptance of our point of view
- Basic procedural issues, including the official languages, extending invitations for meetings in U.S. and offering to assume a leadership position
- Reporting and communications requirements
- Interface with the European Union's standards bodies and how to use the Vienna Agreement

#### WHO SHOULD ATTEND

ANSI-accredited U.S. TAG members, officers and administrators; subject matter/technical experts and project editors/leaders; and especially accredited delegates to international standards meetings

#### FEE

- \$295 Members
- \$395 Non-members



**PERSONNEL CERTIFICATION STANDARDS:  
UNDERSTANDING THE REQUIREMENTS OF ISO/IEC 17024  
COURSE NUMBER 304 – FULL DAY**

**OBJECTIVE**

This workshop will introduce representatives from personnel certification organizations considering ANSI accreditation to the International Standard, ISO/IEC 17024, *General requirements for bodies operating certification schemes for persons*.<sup>\*</sup> This course will deliver a comprehensive understanding of the requirements that are crucial for all personnel certification organizations exploring their accreditation options.

<sup>\*</sup>NOTE: The objective of this International Standard is to achieve and promote a globally accepted benchmark for personnel certification bodies. At the time this catalog was produced, the standard was a draft (ISO/IEC DIS 17024).

**WHAT YOU WILL LEARN**

- Understand the requirements of ISO/IEC 17024
- Identify what content is called for by each requirement, what types of documents and data may be helpful in documenting compliance with each requirement and how the requirements will be handled during an audit by the assessors.
- Further define the terminology, identifying related documents and resources that may be helpful in understanding the requirements.
- Begin an informal self-assessment of your organization to identify the areas of improvement that may be needed to meet the requirements.

**WHO SHOULD ATTEND**

Personnel from corporations, organizations, government and other entities operating personnel certification programs and those who want to learn more about the new ISO/IEC 17024 standard

**FEE**

\$195 Members  
\$245 Non-members



## SPECIAL SERVICES

### ON-SITE PROGRAMS AND SESSIONS

On-site training brings an ANSI education program to a specific audience—anywhere in the world. This training option adds additional value for the students by focusing on the needs of a particular constituency. Options include:

- *On-site programs* Offered at your facility for staff and other interested parties and concentrating on your organization's particular issues. If you have three or more people, this is an economical way to train several people at virtually the same cost as attending an ANSI public program, without the travel costs for your team.
- *Sponsored sessions* Offer a full or condensed program at your office or co-located with a national, regional or local event. Educate your constituency about the value of participation in the standards development process. The course sponsor is responsible for promoting the training session, taking registrations, providing the training facility and presentation equipment and reproducing course material. Any profit sharing would be negotiated in an agreement prior to the event.
- *Hosted programs* These are open sessions of ANSI programs, hosted at the site of a member organization. ANSI is responsible for course promotion, registration, direct expenses, and course material. The host is responsible for providing the facility, and may opt to receive an agreed upon, "in kind" payment (i.e., free registrations).

### CUSTOMIZED TRAINING

Organizations may contract with ANSI Education and Training Services to develop a customized training course. This option provides direct control over the course format, length and content. Existing material from ANSI training courses is supplemented by new material created specifically for the customer. Development costs are billed at an hourly rate.

### TRAIN THE TRAINER / SITE LICENSE

Organizations may purchase an annual site license to present an ANSI course once, or multiple times, using trainers from the organization. An advantage to this approach is that it allows for the inclusion of organization-specific material into a course so that it reflects unique standardization strategies and goals.

### E-LEARNING

ANSI is leading the way in e-learning for standards education and is committed to bringing interactive, e-learning options to its members and constituents. A sample (introductory) course synthesizes information from multiple sources to demonstrate the value of the national and international standards development process, and is intended to educate the general public—from high level decision makers to consumers. This interactive, web-based course was developed to complement the instructor-led education and training courses. Available online via [www.ansi.org/education](http://www.ansi.org/education).

### WEBCONFERENCING

Interactive ANSI education and training programs may be conducted remotely through a participants'



## SPECIAL SERVICES (CONTINUED)

computer. Each customized session is designed to include all the components of face-to-face training—handouts, presentation materials and maximum participant/instructor interaction—while minimizing time and expenses for the course sponsor, education coordinator, participants and instructor(s). For more information, please call the Director of Education and Training.

### ANSI PRESENTATIONS AT YOUR CONFERENCE OR EVENT

ANSI offers meeting planners the opportunity to bring our educational sessions to your local, regional or national meeting or event. ANSI speakers and instructors are available to lead sessions on various timely national and international standards-related topics that may be of interest to your audience. Suggested topics include:

- Strategic Standardization Management for senior management and/or for engineers
- Benefits and value of standards development and active participation
- Understanding the national and international standards development process
  - Effective advocacy by U.S. delegates to international meetings

*The joint SES/ANSI educational programs are a vitally important component of our partnership to promote a national awareness of the importance of standards.*

H. Glenn Ziegenfuss  
Executive Director, SES

SEE ALSO:  
[WWW.ANSI.ORG/  
SPEAKERS\\_BUREAU](http://WWW.ANSI.ORG/SPEAKERS_BUREAU)

## REGISTRATION INFORMATION

### REGISTER ONLINE

[WWW.ANSI.ORG/EDUCATION](http://WWW.ANSI.ORG/EDUCATION)

#### REGISTRATION DEADLINE

The recommended registration deadline is two weeks prior to the course presentation date.

#### CANCELLATION POLICY

Refunds will be given for any cancellation received at least two weeks prior to the course date, less a \$50 cancellation fee. After this date, no refunds will be given, but alternate attendees may be designated or a voucher issued for a future course offering. Courses are subject to cancellation should enrollment be less than six (6) participants.

#### CONTINUING EDUCATION UNITS

One Continuing Education Unit (CEU) represents ten (10) hours of participation in ANSI education courses. CEU's may be used as documentation for certification, as employment verification of attendance and as evidence of professional competence.

#### FOR MORE INFORMATION

**Director, Education and Training**  
American National Standards Institute  
25 West 43rd Street, Fourth Floor  
New York, NY 10036

212.642.4976	212.642.4900
<b>Education &amp; Training</b>	<b>General Information</b>
212.398.0023	training@ansi.org
<b>Telefax</b>	<b>E-mail</b>



As coordinator of the U.S. national voluntary standards system, ANSI's efforts are focused on creating an environment where "win-win situations" are achievable for all who participate in—and for all who recognize benefit from—standards and conformity assessment activities.



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