

# ISO 10015: QUALITY & ROI in Training based Capacity building

## A PRESENTATION AT THE FINANCIAL STABILITY INSTITUTE, BIS

16.30 ~ 18.00, 26 JANUARY 2007 , BASLE

### **ASSURING QUALITY & RETURN ON INVESTMENT IN Training based capacity building:**

#### **A strategic management tool**

This presentation aims at introducing a state of the art training management system, i.e., ISO 10015 Quality Standard for Training.

Subjects to be covered in this session include:

1. the needs for monitoring and evaluation of training investment
2. the advantages of deploying quality assurance system for training
3. the core elements of ISO 10015
4. the benefits of a certified training management system

A 90 minute session will be organized with ample opportunities for discussions after a 45 minute presentation.

## Speakers

### **Dr. Lichia Yiu**

*Registered Lead Auditor for ISO 10015+ (since 2003)*

*Executive Member of the Management Education & Development Division, Academy of Management*



Lichia is the President of the Academy for Quality in Training and Education (AdeQuaTE®) in Geneva, Switzerland; Co-founder of Organisational Consultants Ltd, Hong Kong; Visiting professor at different universities; Consultant in organization development for 3M, BASF, Motorola Daimler-Benz, TCE, BNP Paribas; Lead Auditor for ISO 10015+ certification at Haier Group Company, Shanghai Telecom, Jiangwei Automobile and pre-audits in different MNCs in Switzerland and North America.

She has conducted training seminars on ISO 10015 for the Confederation of Indian Industries in India, for ISO secretariat in Columbia, for the Sao Paulo Provincial Government in Brasil and the Qatar HR authorities.

Lichia has authored numerous articles, books; chaired international conferences and served on committees of academic organizations. She is an executive member of the Academy of Management (Management Education and Development Division) and long-term member of the International Association of Institutes and Schools of Administration.

### **Dr. Raymond Saner**

*Registered Lead Auditor for ISO 10015+ (since 2003)*

*Swiss delegate to the ISO TC176, WG4 for ISO 10015*



Raymond is a Professor of Organisation and International Management at the University of Basle, Switzerland. He also teaches in the joint Master of Public Policies of the Sciences Po (Paris), Columbia University (New York) and London School of Economics (London). He was a visiting professor to INSEAD in Paris and has authored numerous articles and books on management development, training and organisation development.

Raymond is also a Director of the Centre for Socio-Eco-Nomic Development, a NGRDO (Non Governmental Research & Development Organisation) based in Geneva, Switzerland since 1993 specialising in socio-economic research, reform of the public sector, capacity building for trade and development and quality assurance and evaluation of training & development.

Raymond has 25 years of experience as a trainer and consultant. He has worked as a consultant to the United Nations and its specialized agencies and other intergovernmental organizations as well as for multinational companies and enterprises in developed, developing and transition economies. He is an active member of the Academy of Management, the International Institute of Administrative Sciences and the Society for the Advancement of Socio-Economics. He has also organised international research on the efficiency and effectiveness of in-service training and published several articles and books on quality assurance and training.

### About AdeQuaTE®



The Academy for Quality in Training and Education (AdeQuaTE™) is a division of CSEND with the mandate to provide ISO 10015+ certification and registration services. It conducts training workshops for ISO auditors and HR professionals on introductory and advanced professional development programmes. ([www.AdeQuaTE.org](http://www.AdeQuaTE.org))



### Reference Material

1. "ISO 10015: Description of Standard", AdeQuaTE®.
2. „Does it pay to train? ISO 10015 assures the quality and Return on Investment of training", Yiu, L. & Saner, R., Special Report, ISO Management Systems, vol.5(2), March-April, 2005..
3. "ISO 10015+ Certification", AdeQuaTE®.