

DBA



The Pharmaceutical
Training Experts

An NSF International Company

2010 Training Course Programme

Welcome 2010



Welcome to our training course programme for 2010.

We know how important effective, high quality education is to you in your career development and to your company in maintaining its edge in an increasingly competitive marketplace. That is why we have retained all our most popular courses from previous years and added two totally new ones...

- **Analysing and Trending Data to Drive Quality Improvement**
- **GMP for Pharmaceutical Equipment Suppliers**

And because we understand that your budgets are under pressure in the current economic climate, we have taken measures to ensure that all our courses represent the very best value for money you will find!

We at DBA are committed to helping you and your colleagues to maximise your contribution to your company and to the patient. We look forward to welcoming you on to one of our courses in the near future.

Bob Pietrowski
Managing Partner, DBA

DBA

The Pharmaceutical
Training Specialists



Why choose us?

**You have a choice of many training providers, so why should you choose DBA?
Here are a few reasons for you to consider...**

- **Track Record**

We have been providing training to the pharmaceutical industry for 24 years. Over that time, we have learnt what makes a great training course and we have taken the advice of our many thousands of customers to constantly improve what we offer.

- **Skilled and Experienced Tutors**

We believe that our team of tutors is the best available. Not only are our tutors knowledgeable and experienced – most have more than 20 years of pharmaceutical experience – but we select our tutors for their ability to teach and pass on their knowledge. We understand that you attend courses, not only to learn about the latest regulations etc, but also for advice – to get your questions answered and your problems solved. Our experience allows us to do just that, which means that you go away feeling that the course has been of special value to you.

- **Our Training Style**

At DBA we believe that training should be informative, involving, participative, relevant and, above all, fun! Every one of our training courses maximises participation and involvement by providing a balanced mix of lectures, tutorials and participative, team-based learning.

As for the fun element, no-one says that training has to be dull! We strive to make all our courses enjoyable – you will spend as much time smiling and laughing as you do writing!

- **Attention to Your Needs**

We understand that you need more out of a training course than just the classroom experience. In today's business climate you need to keep in touch with the office, which is why we choose venues with excellent in-room broadband connectivity and fully serviced business centres.

Similarly, we know that after a hard day you need to relax, so we ensure that our hotels are comfortable, provide all the services you demand and are conveniently located for varied relaxation pursuits such as 'retail therapy', a range of varied dining, as well as bars, cinemas, theatres, etc.

- **Post-course Service**

At the end of the course you will be on first name terms with your tutors, who regard you not only as a valued customer, but also as a friend.

We want you to keep in touch – we promise to provide you with assistance and advice, at no charge, on issues which may arise after the course and there is no time limit on this service.

Our aim is to ensure that you leave one of our courses feeling that you cannot wait to attend another – you would be surprised at how many people do come back again, and again...

Why not come and see what you are missing?

tel: +44 (0) 1751 432999 or email: courses@DBA-global.com

2010 DBA training courses by topic



Achieve Operational Excellence

How to Simplify and Improve Your Deviation & CAPA System

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 12-13 April 2010

How to Simplify and Improve Your Change Management System

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 14-15 April 2010

How to Simplify and Improve Your Batch Record Review Process

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 19-20 April 2010

KPIs and Performance Measures for Quality Systems

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 21-22 April 2010

How to Simplify and Improve Your Documentation System

Manchester Airport Marriott Hotel, Manchester, UK, 12-13 October 2010

Active Pharmaceutical Ingredients/Excipients

Supply Chain Assurance

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 22-24 June 2010

Audit/Self-Inspection

Effective Pharmaceutical Audits and Self-Inspections

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 24-27 May 2010

Supply Chain Assurance

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 22-24 June 2010

Biopharmaceuticals/Biotechnology

GMP for Biological and Biotechnology Products

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 16-18 February 2010

Practical Aspects of Controlled Temperature Storage and Distribution

London Marriott Hotel Kensington, London, UK, 27-29 September 2010

Change Control

How to Simplify and Improve Your Change Management System

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 14-15 April 2010

Clean Rooms

A Practical Interpretation of Annex 1

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 10 May 2010

Environmental Monitoring for Sterile Products Manufacture

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 11-12 May 2010

Cleaning and Disinfection

Cleaning Validation

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 2-3 February 2010

Clinical Trials/Investigational Medicinal Products

GMP for Clinical Trials Manufacture and Supply

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 18-21 October 2010

Computerised Systems

Electronic Documentation and Annex 11

London Marriott Hotel Kensington, London, UK, 2 February 2010

How to Simplify and Improve your Computer System Validation

London Marriott Hotel Kensington, London, UK, 3-4 February 2010

Counterfeiting

Anti-Counterfeiting Measures: Implications for Quality Professionals and QPs

London Marriott Hotel Kensington, London, UK, 30 September 2010

Distribution

Practical Aspects of Controlled Temperature Storage and Distribution

London Marriott Hotel Kensington, London, UK, 27-29 September 2010

Documentation

Electronic Documentation and Annex 11

London Marriott Hotel Kensington, London, UK, 2 February 2010

How to Simplify and Improve Your Batch Record Review Process

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 19-20 April 2010

How to Simplify and Improve Your Documentation System

Manchester Airport Marriott Hotel, Manchester, UK, 12-13 October 2010

Engineering

Contamination Control for Non-Sterile Production

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 15-17 June 2010

Engineering Aspects of GMP

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 28 June-1 July 2010

Good Autoclave Practice

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 2-4 November 2010

A-Z of Pharmaceutical Water Systems

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 29 November-1 December 2010

Good Manufacturing Practice

Pharmaceutical Packaging

Qualified Person & Professional Development Training

Hilton York Hotel, York, UK, 25-29 January 2010

Pharmaceutical GMP

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 17-20 May 2010

Amsterdam Marriott Hotel, Amsterdam, The Netherlands, 6-9 December 2010

Engineering Aspects of GMP

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 28 June-1 July 2010

GMP for Clinical Trials Manufacture and Supply

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 18-21 October 2010

GMP for Pharmaceutical Equipment Suppliers

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 11-12 November 2010

Microbiology

Environmental Monitoring for Sterile Products Manufacture

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 11-12 May 2010

Process Simulations

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 13 May 2010

Contamination Control for Non-Sterile Production

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 15-17 June 2010

Packaging

Pharmaceutical Packaging

Qualified Person & Professional Development Training

Hilton York Hotel, York, UK, 25-29 January 2010

Pharmacovigilance

Linking Pharmaceutical Quality and Pharmacovigilance Systems

London Marriott Hotel Kensington, London, UK, 1 October 2010

Quality Control/Laboratories

Analytical Methods: Documentation, Validation & Transfer

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 27 April 2010

Investigating Out of Specification Results

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 28 April 2010

Ongoing Stability Testing

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 29 April 2010

Reserve your place today

Environmental Monitoring for Sterile Products Manufacture

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 11-12 May 2010

How to Perform Effective Product Quality Reviews

Manchester Airport Marriott Hotel, Manchester, UK, 26 October 2010

Qualified Person

Qualified Person & Professional Development Training

Pharmaceutical Packaging

Hilton York Hotel, York, UK 25-29 January 2010

QP Free Seminar for Prospective QP Trainees

York Marriott Hotel, York, UK 9 March 2010

York Marriott Hotel, York, UK 5 October 2010

QP Free Sponsor's Day

York Marriott Hotel, York, UK, 6 October 2010

Quality Management Systems

York Marriott Hotel, York, UK 8-12 March 2010

Practical Module

Glasgow Millennium Hotel & University of Strathclyde 10-14 May 2010

Investigational Medicinal Products

York Marriott Hotel, York, UK 21-22 June 2010

The Role & Professional Duties of the Qualified Person

York Marriott Hotel, York, UK, 23-25 June 2010

Pharmaceutical Law & Administration

York Marriott Hotel, York, UK, 4-8 October 2010

Medicinal Chemistry & Therapeutics

York Marriott Hotel, York, UK 15-19 November 2010

Other Courses for the QP

Practical Aspects of Controlled Temperature Storage and Distribution

London Marriott Hotel Kensington, London, UK, 27-29 September 2010

Anti-Counterfeiting Measures: Implications for Quality Professionals and QPs

London Marriott Hotel Kensington, London, UK, 30 September 2010

Linking Pharmaceutical Quality and Pharmacovigilance Systems

London Marriott Hotel Kensington, London, UK, 1 October 2010

Risk-Based Decision Making for Quality Professionals and QPs

London Marriott Hotel Kensington, London, UK, 19-20 October 2010

Pharmaceutical Legislation Update

Continuing Professional Development for Qualified Persons & Technical Personnel

Manchester Airport Marriott Hotel, Manchester, UK, 27 October 2010

Quality Management

Human Error: Causes and Prevention

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 23-25 February 2010

Preparing for the Future: Successful Implementation of ICH Q8, 9 and 10

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 2-4 March 2010

Quality Management Systems

Qualified Person & Professional Development Training

York Marriott Hotel, York, UK, 8-12 March 2010

How to Simplify and Improve Your Deviation & CAPA System

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 12-13 April 2010

How to Simplify and Improve Your Change Management System

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 14-15 April 2010

KPIs and Performance Measures for Quality Systems

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 21-22 April 2010

Effective Pharmaceutical Audits and Self-Inspections

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 24-27 May 2010

Supply Chain Assurance

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 22-24 June 2010

Analysing and Trending Data to Drive Quality Improvement,

Marriott Manchester Victoria & Albert Hotel, Manchester, UK, 14-15 September 2010

Senior Management Seminar

London Marriott Hotel, Kensington, London, UK, 5-6 October 2010

How to Simplify and Improve Your Documentation System

Manchester Airport Marriott Hotel, Manchester, UK, 12-13 October 2010

How to Perform Effective Product Quality Reviews

Manchester Airport Marriott Hotel, Manchester, UK, 26 October 2010

Practical Application of Quality by Design

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 30 November-1 December 2010

Regulatory Affairs/ Pharmaceutical Law

Pharmaceutical Law & Administration

Qualified Person & Professional Development Training

York Marriott Hotel, York, UK, 4-8 October 2010

Pharmaceutical Legislation Update

Continuing Professional Development for Qualified Persons & Technical Personnel

Manchester Airport Marriott Hotel, Manchester, UK, 27 October 2010

Quality Aspects of the CTD

Hilton York Hotel, York, UK, 22-25 November 2010

Risk Management

Risk-Based Decision Making in Sterile Products Manufacture

Manchester Marriott Victoria & Albert Hotel, Manchester, UK 8-11 February 2010

Practical Application of Quality Risk Management

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 21-23 September 2010

Risk-Based Decision Making for Quality Professionals and QPs

London Marriott Hotel Kensington, London, UK, 19-20 October 2010

Stability Testing

Ongoing Stability Testing

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 29 April 2010

Statistics

Analysing and Trending Data to Drive Quality Improvement,

Marriott Manchester Victoria & Albert Hotel, Manchester, UK, 14-15 September 2010

Sterile Products

Risk-Based Decision Making in Sterile Products Manufacture

Manchester Marriott Victoria & Albert Hotel, Manchester, UK 8-11 February 2010

A Practical Interpretation of Annex 1

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 10 May 2010

Environmental Monitoring for Sterile Products Manufacture

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 11-12 May 2010

Process Simulations

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 13 May 2010

Sterile Products Manufacture

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 27-30 September 2010

Good Autoclave Practice

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 2-4 November 2010

Sterilisation

Good Autoclave Practice

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 2-4 November 2010

Supplier Assurance

Effective Pharmaceutical Audits and Self-Inspections

Marriott Victoria & Albert Hotel, Manchester, UK, 24-27 May 2010

Supply Chain Assurance

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 22-24 June 2010

Training

Human Error: Causes and Prevention

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 23-25 February 2010

Validation

Cleaning Validation

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 2-3 February 2010

How to Simplify and Improve your Computer System Validation

London Marriott Hotel Kensington, London, UK, 3-4 February 2010

Practical Aspects of Pharmaceutical Validation

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 22-25 March 2010

Water Systems

A-Z of Pharmaceutical Water Systems

Manchester Marriott Victoria & Albert Hotel, Manchester, UK, 29 November-1 December 2010

Training course diary

January 2010 – June 2010



25-29 January

Pharmaceutical Packaging

Qualified Person & Professional Development Training

Hilton York Hotel, York, UK

2-3 February

Cleaning Validation

Manchester Marriott Victoria & Albert Hotel, Manchester, UK

2 February

Electronic Documentation and Annex 11

London Marriott Hotel Kensington, London, UK

3-4 February

How to Simplify and Improve your Computer System Validation

London Marriott Hotel Kensington, London, UK

8-11 February

Risk-Based Decision Making in Sterile Products Manufacture

Manchester Marriott Victoria & Albert Hotel, Manchester, UK

16-18 February

GMP for Biological and Biotechnology Products

Manchester Marriott Victoria & Albert Hotel, Manchester, UK

23-25 February

Human Error: Causes and Prevention

Manchester Marriott Victoria & Albert Hotel, Manchester, UK

2-4 March

Preparing for the Future: Successful Implementation of ICH Q8, 9 and 10

Manchester Marriott Victoria & Albert Hotel, Manchester, UK

8-12 March

Quality Management Systems

Qualified Person & Professional Development Training

York Marriott Hotel, York, UK

9 March

Free Seminar for Prospective QP Trainees

York Marriott Hotel, York, UK

FREE seminar

22-25 March

Practical Aspects of Pharmaceutical Validation

Manchester Marriott Victoria & Albert Hotel, Manchester, UK

12-13 April

Achieve Operational Excellence: How to Simplify and Improve Your Deviation & CAPA System

Manchester Marriott Victoria & Albert Hotel, Manchester, UK

achieve

14-15 April

Achieve Operational Excellence: How to Simplify and Improve Your Change Management System

Manchester Marriott Victoria & Albert Hotel, Manchester, UK

achieve

19-20 April

Achieve Operational Excellence: How to Simplify and Improve Your Batch Record Review Process

Manchester Marriott Victoria & Albert Hotel, Manchester, UK

achieve

21-22 April

Achieve Operational Excellence: KPIs and Performance Measures for Quality Systems

Manchester Marriott Victoria & Albert Hotel, Manchester, UK

achieve

Reserve your place today



27 April
**Analytical Methods,
Documentation, Validation & Transfer**

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

NEW
course

28 April
Investigating Out of Specification Results

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

29 April
Ongoing Stability Testing

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

10-14 May
Practical Module

**Qualified Person & Professional
Development Training**

Glasgow Millennium Hotel & University of Strathclyde

10 May
A Practical Interpretation of Annex 1

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

11-12 May
**Environmental Monitoring
for Sterile Products Manufacture**

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

13 May
Process Simulations

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

17-20 May
Pharmaceutical GMP

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

24-27 May
**Effective Pharmaceutical Audits
and Self-Inspections**

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

15-17 June
**Contamination Control
for Non-Sterile Production**

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

21-22 June
**Investigational Medicinal Products
Qualified Person & Professional
Development Training**

York Marriott Hotel, York, UK

23-25 June
**The Role & Professional Duties
of the Qualified Person**

**Qualified Person & Professional
Development Training**

York Marriott Hotel, York, UK



Training course diary

June 2010 – December 2010



22-24 June

Supply Chain Assurance

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

28 June-1 July

Engineering Aspects of GMP

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

14-15 September

Analysing and Trending Data to Drive Quality Improvement

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

21-23 September

Practical Application of Quality Risk Management

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

NEW
course

27-30 September

Sterile Products Manufacture

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

27-29 September

Practical Aspects of Controlled Temperature Storage and Distribution

London Marriott Hotel Kensington, London, UK

30 September

Anti-Counterfeiting Measures: Implications for Quality Professionals and QPs

London Marriott Hotel Kensington, London, UK

1 October

Linking Pharmaceutical Quality and Pharmacovigilance Systems

London Marriott Hotel Kensington, London, UK

4-8 October

Pharmaceutical Law & Administration Qualified Person & Professional Development Training

York Marriott Hotel, York, UK

5 October

Free Seminar for Prospective QP Trainees

York Marriott Hotel, York, UK

6 October

QP Free Sponsors' Day

York Marriott Hotel, York, UK

5-6 October

Senior Management Seminar

London Marriott Hotel Kensington, London, UK

FREE
seminar

FREE
seminar



Reserve your place today



12-13 October

**Achieve Operational Excellence:
How to Simplify and Improve Your
Documentation System**

Manchester Airport Marriott Hotel, Manchester, UK



18-21 October

**GMP for Clinical Trials Manufacture
and Supply**

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

19-20 October

**Risk-Based Decision Making for Quality
Professionals and QPs**

London Marriott Hotel Kensington, London, UK

26 October

**How to Perform Effective Product Quality
Reviews**

Manchester Airport Marriott Hotel, Manchester, UK

27 October

Pharmaceutical Legislation Update

**Continuing Professional Development
for Qualified Persons & Technical Personnel**

Manchester Airport Marriott Hotel, Manchester, UK

2-4 November

Good Autoclave Practice

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

11-12 November

**GMP for Pharmaceutical
Equipment Suppliers**

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK



15-19 November

**Medicinal Chemistry & Therapeutics
Qualified Person & Professional
Development Training**

York Marriott Hotel, York, UK

22-25 November

Quality Aspects of the CTD

Hilton York Hotel, York, UK

29 November-1 December

A-Z of Pharmaceutical Water Systems

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

30 November-1 December

**Practical Application
of Quality by Design**

Manchester Marriott Victoria & Albert Hotel,
Manchester, UK

6-9 December

Pharmaceutical GMP

Amsterdam Marriott Hotel, Amsterdam, The Netherlands



The Venues

However good the training, we know how important the course venue is to you. We realise that a course hotel must be comfortable, easy to get to and back from, offer good service and above all ensure you feel at home.

It is also important to us that our courses are held in high quality professional environments which facilitate hard work and effective learning.

In addition, many provide leisure facilities to aid relaxation at the end of a strenuous day.



Manchester Marriott Victoria & Albert Hotel, Manchester

Just 20 minutes by cab or train from Manchester Airport, the Victoria and Albert is on the edge of the lively city centre amidst a host of entertainment possibilities. This modern hotel was created from an old warehouse, the character of which is retained with oak beams and exposed brick walls.

Manchester Airport Marriott Hotel, Manchester

Situated by the M56, minutes from Manchester Airport and half an hour taxi ride from the city, the Manchester Airport Marriott has what it takes to make your trip successful. Guest rooms are equipped with remote-control TV, phones with voice mail and multiple data ports. The health club features a 20 metre pool, split-level gym, sauna and steam rooms.



London Marriott Hotel Kensington, London

Located close to central London in the heart of Kensington, the London Marriott

Hotel Kensington is one of the most contemporary hotels in London, a combination of superb, vibrant facilities and modern design with a stunning 7-storey atrium lobby. Enjoy a great dinner in the fabulous Fratelli Grill or relax with a drink in the Nabuco bar.



Hilton York Hotel, York

The Hilton York is a stylish 4 star hotel, fantastically located in the very centre of this beautiful and historic walled city – the UK's third most popular tourist destination. The hotel boasts 130 rooms, as well as two popular bar/restaurants and of course excellent conference facilities.

Amsterdam Marriott Hotel, Amsterdam

The Amsterdam Marriott is a superior hotel offering an ideal location across from the Leidseplein's shopping, dining and entertainment. You'll find well appointed rooms with high speed internet to keep you in touch. A well equipped fitness room will help keep you in shape while fine dining awaits in two restaurants.



York Marriott Hotel, York

Situated by the racecourse just a short distance from the city centre, the York Marriott has everything. The air-conditioned rooms are equipped with remote control TV, phones with voice mail and multiple data ports. There's ample free car parking and full indoor leisure facilities including heated pool, jacuzzi, steam room, sauna and gym will ensure your enjoyment.

For more information on any of the DBA venues please visit the following websites

London Marriott Hotel Kensington, London: <http://www.londonmarriottkensington.co.uk>

Hilton York Hotel, York: <http://www.hilton.co.uk/york>

York Marriott Hotel, York: <http://www.marriott.co.uk/hotels/travel/qyyk-york-marriott-hotel/>

Manchester Marriott Victoria & Albert Hotel, Manchester:
<http://www.marriott.co.uk/hotels/travel/manva-manchester-marriott-victoria-and-albert-hotel/>

Manchester Airport Marriott Hotel, Manchester: <http://www.marriott.co.uk/hotels/travel/manap-manchester-airport-marriott-hotel/>

Amsterdam Marriott Hotel, Amsterdam: <http://www.marriott.com/hotels/travel/amsnt-amsterdam-marriott-hotel/>



DBA In-house training

The most effective way to develop and improve your team

They say if you want to develop an individual, send them on a training course; but if you want to develop and motivate a whole team, bring the training course in-house.

All the training courses we offer – and many more besides – are available to run-in-house on your premises.

Lasting from half a day to as long as five days, and suitable for 10 to 25 people (although smaller or greater numbers can be accommodated), any course can be tailored to suit your precise needs.

The key benefits to you

By bringing training in-house, you decide the topic, the content, the duration, the audience, the venue and the date – all of which puts you in control of the costs.

Better results – from being close to home

Over and above the financial benefits, there are aspects to an in-house course which our residential courses can't include:

- Course material is based on your company's products and procedures.
- Case studies directly reflect the experience of your people, so they can immediately relate to them.
- Everyone gets the same training at the same time, so changes and improvements happen as quickly and efficiently as possible.
- Your company's problems and challenges can be openly discussed in a confidential environment.

How it works

- STEP 1** We discuss your training needs with you – your aims, your audience, locations and timings.
- STEP 2** We provide a formal proposal with draft course programme and outline costs.
- STEP 3** We take in your feedback and finalise your details.
- STEP 4** We deliver the training, providing presenters, course booklets, teamwork tasks, attendance certificates and, if you want it, assessment of the effectiveness of the training.
- STEP 5** We discuss feedback from the course attendees with you and help you plan any follow-up actions you may require.

In-house training gives your people exactly the course they need when and where you want it.



Mark King
Actavis
UK Ltd

“What you get when you use DBA for internal training is industry experts who have a passion for sharing knowledge and experience.

What I also value hugely is that the service doesn't end on the last day of the training course or the day that the invoice has been paid.”



Gerry Migliaccio
Pfizer, USA

“The results surpassed our expectations. The QA leaders who participated in the training now have much greater confidence in their decision making ability. DBA provided training that could be immediately used in their daily activities.”

If you would like to learn more about in-house training from DBA, call us on +44 (0)1751 432 999 or email us on courses@DBA-global.com

4

easy ways to book your place



By phone +44 (0) 1751 432 999

Our phones are manned between 0900 and 1700 Monday to Friday. Outside these hours you can leave a message and one of our team will return your call as quickly as possible.

By fax +44 (0) 1751 432 450

You can find further details about DBA and our courses online and either register online or download a booking form and mail or fax it to us.

By email courses@DBA-global.com

Just drop us an email letting us know which course you are interested in and we will send you full details and a booking form for that course once they are available.

Online DBA-global.com

You can find further details about David Begg Associates and our courses online and download booking forms for any course.



DBA-global.com

Email: courses@DBA-global.com

Tel: +44 (0) 1751 432 999

Fax: +44 (0) 1751 432 450

David Begg Associates, The Georgian House,
22-24 West End, Kirkbymoorside, York, UK, YO62 6AF

An NSF International Company