
Corporate Training Catalogue

Quality, Food Safety, Water Management, Sustainability and Leadership
Training

Our approach to training

The durability of a management system depends on how well it is understood by the employees who apply it every day. Rather than generic presentations, Norma training courses are built around the organisation's own processes, records and examples from the field. Instead of memorising the clauses of a standard, participants see what they mean in their own work, and the organisation develops a team that can carry out internal audits, interpret records and take ownership of the system.

The effectiveness of training is evaluated through how it is applied in the field afterwards. Topics such as personal data protection are also covered through real situations that employees encounter in their day-to-day work.

Planning the training

The catalogue contains 38 training courses under 7 headings, together with 2 programmes specific to the tourism and hospitality sector. Courses can be planned individually or combined into a development programme according to the organisation's needs. The durations given are recommendations; content and duration are adapted to the organisation's needs in a preliminary meeting. Training can be delivered on site at the organisation or online.

Trainers

Depending on the subject, training is delivered by instructors who are experts in their field and have hands-on experience. Programme content design, instructor selection and quality coordination are carried out by Norma, and each course is planned according to the organisation's needs and the participant profile.

Contents

1. Quality and Management Systems	7 courses
2. Food Safety	6 courses
3. Water Management	5 courses
4. Environment, Energy and Sustainability	6 courses
5. Personal Data Protection	2 courses
6. Leadership, Communication and Personal Development	9 courses
7. Management and Organisational Development	3 courses
8. Tourism and Hospitality Programmes	2 programmes

Quality and Management Systems

Training on the standards that form the foundation of management systems, internal auditing, root cause analysis, and risk and crisis management.

ISO 9001 Quality Management System Fundamentals

1 day

Participants: All employees and department managers

Participants understand the requirements of the standard in terms of their own work, and know clearly where their own processes fit in the system and what their responsibilities are.

Integrated Management Systems Internal Auditor Training

2 days

Participants: Prospective internal auditors

By the end of the course, participants can plan an audit, write evidence-based findings and assess ISO 9001, ISO 14001 and ISO 45001 together in a single audit.

Root Cause Analysis and Corrective Action Management

1 day

Participants: Process owners and quality teams

Nonconformities are addressed at their cause rather than their symptoms; the same problems recur less often and corrective actions deliver lasting results.

Process Management and Performance Indicators

1 day

Participants: Middle and senior managers

Managers set measurable objectives for their own processes, interpret indicators and base their decisions on data.

Risk Management (ISO 31000)

1 day

Participants: Managers and management system officers

Risks are assessed across the organisation rather than one by one, priorities become clear and management takes decisions informed by risk.

Customer Complaints Management (ISO 10002)

Half a day

Participants: Front office, guest relations and service managers

Complaints are recorded and resolved quickly, and recurring problems are fed back into the system; a guest who complains can become a loyal guest.

Business Continuity and Crisis Management (ISO 22301)

1 day

Participants: Senior management and department managers

How operations will continue during events such as power or water outages, epidemics or supply problems is planned in advance; in a crisis, decisions are taken quickly and in a coordinated way.

Food Safety

Practical training on establishing, maintaining and auditing food safety management systems.

FSSC 22000 and ISO 22000 Fundamentals

1 day

Participants: Kitchen managers and the food safety team

The team knows the requirements of the system and the controls in its own area of responsibility, and can explain its practices during official inspections and certification.

HACCP and Hazard Analysis: Practical Training

2 days

Participants: Food safety team

Participants carry out a hazard analysis using their own establishment's flow diagram, identify critical control points and set up monitoring methods.

Food Safety Internal Auditor Training

2 days

Participants: Prospective internal auditors

The organisation gains its own team of auditors able to audit the food safety system regularly.

Allergen Management

Half a day

Participants: Kitchen and service teams

Kitchen and service work from the same information; guests with allergies receive accurate information and the risk of cross-contamination is reduced.

Food Hygiene and Sanitation Practices

Half a day

Participants: All food handlers

Personal hygiene and cleaning rules become daily habits, and findings in hygiene inspections decrease.

Food Defence and Food Fraud

Half a day

Participants: Food safety team and purchasing

Intentional threats in the supply chain and the risks of counterfeit products are assessed, and the requirements of FSSC 22000 in this area are met.

Water Management

Training on water efficiency, water efficiency management systems and water hygiene.

Water Efficiency and Water Management

1 day

Participants: Technical teams, housekeeping and the environment team

It becomes visible where most water is consumed, points of loss and leakage are identified, and savings targets are set in measurable terms.

ISO 46001 Water Efficiency Management System

1 day

Participants: Technical teams and management system officers

The organisation plans, monitors and improves water efficiency as systematically as energy, and easily integrates it into its existing ISO 14001 and ISO 50001 structure.

Preparing for the Water Efficiency Certificate

Half a day

Participants: Environment and technical teams

The organisation knows the data, practices and evidence required when applying for the Ministry of Agriculture and Forestry Water Efficiency Certificate and enters the application process well prepared.

Water Hygiene and Legionella Risk Management

1 day

Participants: Technical service, pool and spa teams, and housekeeping

Risks in hot water systems, showers, pools and spa areas are recognised; temperature checks, disinfection and sampling are carried out regularly and guest health is safeguarded.

Pool and Spa Hygiene

Half a day

Participants: Pool, spa and technical teams

The chemical and microbiological quality of pool water is measured correctly and recorded, and practices can be demonstrated during official inspections and tour operator audits.

Environment, Energy and Sustainability

Training on environmental and energy management systems, sustainability reporting, carbon footprint, waste management and sustainable tourism criteria.

ISO 14001 Environmental Management System and Environmental Aspects

1 day

Participants: Department managers and the environment team

Participants identify the environmental impacts of their own departments and apply controls to reduce them.

ISO 50001 Energy Management and Energy Performance Indicators

1 day

Participants: Technical teams and the energy management team

Significant energy uses are identified, energy performance is monitored through indicators and savings opportunities are quantified.

Sustainability Reporting: GRI and TSRS

1 day

Participants: Senior management and sustainability teams

Managers know their reporting obligations and exactly which data the organisation needs to prepare.

Carbon Footprint Calculation

1 day

Participants: Sustainability and technical teams

Participants can tell Scope 1, 2 and 3 emissions apart and carry out basic calculations with the organisation's own data.

Zero Waste and Food Waste Prevention

Half a day

Participants: Kitchen, housekeeping and purchasing teams

Waste is separated at source, it becomes visible where food waste occurs, and reduction targets are set.

Sustainable Tourism Criteria

1 day

Participants: Hotel management and sustainability teams

The establishment knows what sustainable tourism certifications and tour operators expect, and structures its practices according to these criteria.

Personal Data Protection

Employee awareness and practical training under Turkey's Personal Data Protection Law (KVKK).

Personal Data Protection (KVKK) Awareness Training

Half a day

Participants: All employees

Employees know how to act correctly in everyday situations involving guest and employee data, and the risk of data breaches is reduced.

Personal Data Protection (KVKK) Implementation Training

1 day

Participants: Managers and staff responsible for personal data

Participants can manage privacy notice, explicit consent and data subject request processes, and keep their own department's data inventory up to date.

Leadership, Communication and Personal Development

Training that develops the communication, collaboration and leadership skills of managers and teams.

Managing Change

1 day

Participants: Managers and team leaders

Managers understand the reasons for resistance to change, involve their teams in the process and make sure new practices last.

Effective Communication

1 day

Participants: All employees

Misunderstandings decrease; participants use listening, clear expression and questioning skills in the workplace.

Interdepartmental Communication and Collaboration

Half a day

Participants: Department managers and supervisors

Information flows faster between departments, and problems are taken to a shared solution instead of getting stuck between departments.

Giving and Receiving Feedback

Half a day

Participants: Managers

Managers conduct performance conversations without being hurtful and with a focus on development; team members receive feedback without becoming defensive.

Leadership with a Coaching Approach

1 day

Participants: Middle and senior managers

Managers develop their teams by asking questions and giving responsibility; instead of a structure in which every decision depends on the manager, teams emerge that produce their own solutions.

Teamwork and a Sense of Responsibility

Half a day

Participants: All teams

Roles and shared goals become clear, and team members take ownership of results by seeing their own contribution.

Time and Priority Management

Half a day

Participants: Managers and supervisors

Participants order their work by importance and urgency during busy periods, and last-minute pressure decreases.

Presentation and Effective Speaking

1 day

Participants: Managers

Participants present a subject briefly, clearly and persuasively, and decision-making in management meetings speeds up.

Conflict Management

Half a day

Participants: Managers and team leaders

Disagreements are addressed before they escalate and resolved without damaging relationships.

Management and Organisational Development

Training on developing in-house trainers, service quality and organisational excellence.

Train the Trainer

2 days

Participants: Departmental trainers and team leaders

The organisation develops trainers from within; training is delivered by people who know the work, without depending on external providers.

Service Quality and Guest Experience

1 day

Participants: Front office, service and housekeeping

Employees anticipate guest expectations, handle complaints correctly and apply service standards consistently.

EFQM Excellence Model and Self-Assessment

1 day

Participants: Senior management and quality teams

Management assesses the organisation's strengths and areas for improvement through the model and draws up a prioritised improvement plan.

Tourism and Hospitality Programmes

Season- and guest-focused programmes for managers of hotels and resorts.

The Journey to Excellence in Hotels

6 days

Participants: Hotel managers and heads of department, up to 20 participants

A 6-module programme for hotel managers. Each module opens with a case story, is linked to management concepts and is completed with a workshop in which participants apply it to their own property.

Participants finish the programme with an improvement plan they have prepared for their own department. Each participant receives a workbook.

- Excellence Culture and the Role of Leadership. How excellence is built not by a certificate, but by the decisions managers make every day. Workshop: manager behaviours that strengthen and weaken an excellence culture in the department, and 3 leadership commitments for the team.
- Guest Experience and Service Standards. Every moment the guest is in contact with the property, and the consistent application of service standards across all departments. Workshop: a map of guest touchpoints and improvement opportunities drawn from feedback.
- Process Discipline and Lean Operations. Workflows are examined from a lean perspective; repeated work, waiting times and points of waste become visible. Workshop: mapping a workflow and designing a streamlined flow.
- Food Safety and Hygiene Culture. How food safety, from kitchen to service, depends on employee behaviour; allergen management and hygiene habits. Workshop: root cause analysis of a food safety risk and a behaviour change plan.
- Sustainability and Resource Efficiency. Reducing energy, water and food waste at department level. Workshop: points of waste and measurable reduction targets.
- Measurement, Improvement and Continuous Development. Turning indicators, guest feedback and audit results into improvement. Workshop: presentation of the department indicator set and improvement plan.

Pre-Season Excellence Workshop

1 day

Participants: Heads of department

Helps teams start the season, before it opens, with a shared understanding of service standards, cross-departmental cooperation, food safety and guest experience.

The workshop is run hands-on, using cases selected from hotel operations.

- Service standards
- Cross-departmental cooperation
- Food safety
- Guest experience

A training plan for your organisation

We assess your training needs and objectives together in a free preliminary meeting and prepare a training plan setting out the courses and schedule suited to your organisation.

info@normaquality.com · normaquality.com · +90 242 606 04 67