



CONTINUING EDUCATION

Corrective Actions & Root Cause Analysis

CEQAL 628

This seminar provides participants with the framework and knowledge to implement value-adding and efficient corrective actions and root cause analysis. Participants are taught the basic principles of the corrective action process and are also introduced to key tools and techniques to help with each phase of the corrective action and root cause analysis process.

Who should attend: Individuals involved with analysis of process data underlying quality and productivity improvement.

Prerequisite: None

CEU's Credits: 0.8

Duration: 8 Hours – 1-day course

Course Content:

Overview

- Defining Corrective and Preventive Actions
- Quality System Requirements
- The Relationship Between Corrective Actions and Root Cause Analysis
- What Auditors Look For in Corrective Actions

Problem Identification and Prioritization

- Why Understanding the Problem is a Critical First Step
 - Is/Is Not Analysis
- Tools to help determine what is important
 - Correlation Matrix
 - Serious, Urgency and Growth

Identify and Verify Root Cause

- Sources of Errors
- Tools for Root Cause Identification and Verification
 - Brainstorming
 - 5-Why Analysis
 - Cause and Effect Diagram

Select and Verify Corrective Action

- How to Verify the Effectiveness of Solutions
- Decision Making Matrix

Each participant will receive a Certificate of Completion at the close of the seminar.