

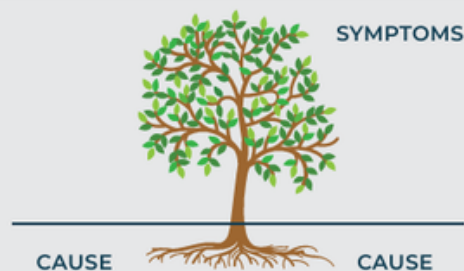


MiChem Dynamics
LEADING CHANGE

ROOT CAUSE ANALYSIS AND CORRECTIVE ACTION FOR FOOD SAFETY MANAGEMENT SYSTEMS TRAINING

Nonconformities and corrective actions are something the food industry is very familiar with. Food safety standards all require a cause analysis when nonconformities occur. The corrective action that follows is based on the root cause determined by the cause analysis and shall prevent recurrence of the nonconformity. It is also used as a tool to identify similar possible nonconformities in other areas, thus preventing their occurrence in the first place. Corrective actions are also one of the important inputs into the continuous improvement of the organisation's food safety management system.

During this course we discuss the requirements of raising nonconformities and the requirements around corrections and corrective actions. The course also provides delegates with tools and techniques to use in order to identify the root cause of the nonconformities, making it easier to apply corrective actions that will prevent recurrence of these nonconformities and improving the system.



THE COURSE WILL RUN OVER A PERIOD OF 1 DAY

WHO SHOULD ATTEND THIS COURSE:

- Facility supervisors and managers.
- Maintenance team supervisors and managers.
- Quality control and quality assurance team members.

MINIMUM ENTRY REQUIREMENTS:

- Fluency in English writing and reading skills

TUITION:

- Training material included (English)
- Certificate of attendance or competence (based on outcome of assessment) will be issued on successful completion of training

LEARNING OUTCOMES:

- Identifying and describing the nonconformance.
- Differentiating between corrections and corrective actions.
- Using different tools and techniques available to conduct root cause analysis within a food safety system.
- Selecting, implementing and reviewing corrections and corrective actions.
- Using nonconformities as a tool to continuously improve the food safety management system.

COURSE CONTENT:

DAY 1

- **LEARNING UNIT 1 – INTRODUCTION**
 - Terms and Definitions
 - ISO 22000 clauses
 - SANS 10330 clauses
 - Compliance to the clauses in ISO 22000 and SANS 10330

- **LEARNING UNIT 2 – KEY STEPS TO BUILDING A NONCONFORMANCE SYSTEM – STEP 1 TO STEP 3**
 - Steps to follow for the effective implementation of a nonconformance system
 - Step 1 - Identification of a NCF within the QMS.
 - Step 2 – Risk evaluation and analysis.
 - Step 3 – Immediate action (correction).
- **LEARNING UNIT 3 – KEY STEPS TO BUILDING A NONCONFORMANCE SYSTEM – STEP 4 – ROOT CAUSE ANALYSIS**
 - Introduction to root cause analysis
 - Common root cause analysis tools
 - 5 Why's
 - Ishikawa Diagram (Fishbone diagram)
- **LEARNING UNIT 4 – KEY STEPS TO BUILDING A NONCONFORMANCE SYSTEM – STEP 5 TO STEP 7**
 - Step 5 – Corrective actions
 - Step 6 – Risk identification
 - Step 7 – Follow up
- **LEARNING UNIT 5 – ROOT-CAUSE ANALYSIS AND CORRECTIVE ACTIONS AND CREATING A HEALTHY QUALITY CULTURE**
 - Why do root-cause analysis and corrective actions fail?
 - Using root-cause analysis and corrective actions to create a healthy quality culture.

