



MiChem Dynamics
LEADING CHANGE

ROOT CAUSE ANALYSIS AND CORRECTIVE ACTION FOR QUALITY MANAGEMENT SYSTEMS TRAINING

The ISO 9001:2015 states in clause 10.2 “When a nonconformity occur...”The standard thus realises that systems are not perfect, and problems will arise. These problems may be identified internally (during everyday processes and when conducting internal audits) as well as externally (through customer complaints and external audits or inspections). When these problems/nonconformities are identified, the organisation shall make corrections, identify the root cause of the nonconformity, and implement corrective actions to prevent recurrence, or occurrence elsewhere (preventative action). Root cause analysis and the resulting corrective actions taken are also important inputs into the continuous improvement of the organisation's quality 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 leading to continuous improvement of the quality management system.

THE COURSE WILL RUN OVER A PERIOD OF 1 DAY

WHO SHOULD ATTEND THIS COURSE:

- Facility supervisors and managers.
- Maintenance teams.
- 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 quality system.
- Selecting, implementing, and reviewing corrections and corrective actions.
- Using nonconformities as a tool to continuously improve the quality management system.

COURSE CONTENT:

DAY 1

- **LEARNING UNIT 1 – INTRODUCTION**
 - Terms and Definitions
 - ISO 9001 clauses
 - Compliance to the clauses in ISO 9001

• **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.

