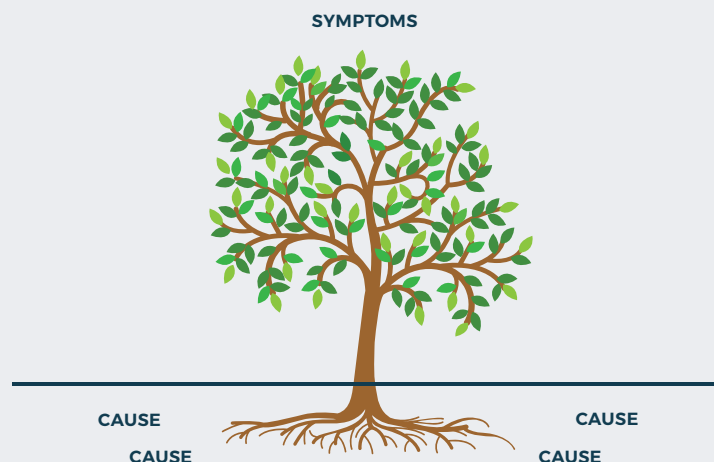


MiChem Dynamics
LEADING CHANGE

ROOT-CAUSE ANALYSIS AND CORRECTIVE ACTION TRAINING

In the realm of ISO/IEC 17020-compliant inspection bodies, the ability to effectively address non-conformities is essential for maintaining the integrity of inspection processes. This targeted training program focuses on equipping professionals with the skills needed to conduct thorough root-cause analyses and implement corrective actions in alignment with ISO/IEC 17020:2012 standards.

Participants will explore the significance of root-cause analysis in preventing recurrence of non-conformities and promoting continuous improvement within the inspection body framework. The training will provide practical insights into methodologies and tools for systematically uncovering the root causes of issues, emphasizing their application in a real-world inspection context.



THE COURSE WILL RUN OVER A PERIOD OF 1 DAY

LEARNING OUTCOMES:

- Identify and describe the deviation / nonconformance.
- Differentiate between immediate/remedial action and corrective action.
- Conduct risk analysis to determine the appropriate corrective actions.
- Use different tools that support the root-cause analysis process.
- Implement and monitor appropriate corrective and preventive actions.

WHO SHOULD ATTEND THIS COURSE:

- Technical / Quality managers
- Technical signatories
- Nominative representatives
- Anyone involved in the corrective action process

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

COURSE OVERVIEW:

- Introduction
- Understanding nonconformances
- Root-cause analysis tools and techniques
- Corrective actions
- Risk and opportunities
- Follow up
- Nonconforming work and Corrective action procedure and templates
- Practical: Case study
- Assessment (test)

santie@michemdynamics.co.za | angeline@michemdynamics.co.za | 082 770 7127 or 078 335 0528

www.michemdynamics.co.za