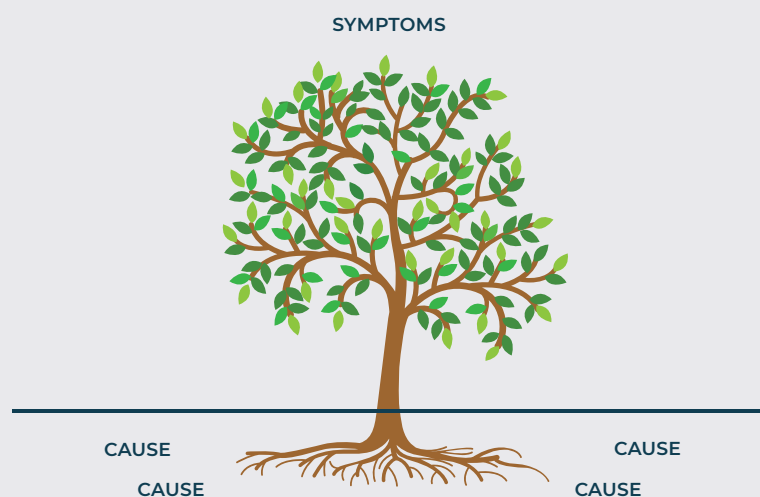


MiChem Dynamics
LEADING CHANGE

ROOT-CAUSE ANALYSIS AND CORRECTIVE ACTION TRAINING

This course aims to give the necessary knowledge and skills to identify and describe a deviation (nonconformance), determine the root-cause and implement an effective corrective and preventive action.

Practical examples ensure demonstration of relevant issues experienced in the laboratory and provides an in-depth understanding of how to analyse a system to identify the root-cause of a problem.



THE COURSE WILL RUN OVER A PERIOD OF 1 DAY

LEARNING OUTCOMES:

- Identify and describe the deviation / non-conformance.
- 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:

- All levels of management
- Laboratory Managers/Supervisors
- Quality/Technical Managers
- Analysts/Technicians
- Technical Signatories (TS)

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 CONTENT:

- 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
- Assessment (test)

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