

OVERVIEW

The Root Cause Analysis and Corrective Action course teaches valuable root cause analysis tools essential to problem solving, as well as the methodology to address corrective actions. The course provides a firm understanding of the process by which employees can find the underlying causes of problems that impact many organizations' operations and profitability. By performing exercises and group discussions, attendees will develop a hands-on understanding that will facilitate the implementation of good corrective actions within any organization, whether the organization holds an ISO certification or not.

TARGET AUDIENCE

This course is intended for anyone who is interested in improving the permanence and quality of their organization's problem-solving methods, regardless of whether their management system is based on ISO 9001, ISO 14001, ISO 27001, or any other standard. Possible attendees may include:

- Professionals responsible for implementing or maintaining a corrective or preventive action system.
- Employees assigned to investigate or address corrective actions.
- Employees or individuals who want to contribute to lower costs and improved efficiency of operations.
- Quality Directors, Managers, Supervisors, or Engineers.
- Environmental Directors, Managers, Supervisors, or Engineers.
- Safety Directors, Managers, Supervisors, or Engineers.
- Information Security Officers, Managers, or IT Professionals.
- ISO Coordinators or Management Representatives.

LEARNING OBJECTIVES

- Learn to identify the root causes of a problem.
- Learn root cause analysis tools such as The 5 Whys and Cause & Effect Analysis.
- Understand the components of a corrective or preventive action.
- Learn to implement effective corrective and preventive action.
- Learn the overall problem solving lifecycle.

PREREQUISITES

No prerequisites are necessary for this course.

COURSE MATERIALS

Students receive course manuals with reference materials, including:

- Presentation information
- Workshop exercises
- Forms used throughout the course

LANGUAGES

This course is taught in English. For information on a similar course in Spanish, please contact Mireaux office at 713-589-4680.

SUMMARY AGENDA

The topics in this course include:

- Introduction
- Basic Quality Concepts
- Problem Solving and Root Cause Analysis
 - Stage 1: Containment
 - Stage 2: Investigation
 - ❖ Gather Facts
 - ❖ Analyze
 - ❖ Design
 - Stage 3: Action
- The 5 Whys
- Cause and Effect Analysis
- Corrective and Preventive Action
- Various workshops throughout the course

CLASS HOURS AND MEALS

The duration of this course is three days, from 8:30 AM to 4:30 PM each day.

All of our Public courses include the following:

Meals: Breakfast, lunch, and afternoon snacks.

Drinks: Water, coffee, and sodas available all day.

TEST AND CERTIFICATE

A test is administered at the end of the course. A Certificate of Completion is provided to all participants at the end of the class.