

**Online Training Program on Corrective Action  
Preventive Action & Root Cause Analysis  
(3 Days Evening Batch)**

Date : 25th to 27th November 2020 Time: 6:00 PM to 10:00 PM

**Course Features**

The training provides a clear understanding regarding the activities of Correction, Corrective Action and Preventive Actions and the difference between the terms. This training explains, with examples, the guidelines for carrying Preventive Actions through Risk Based Approach for potential problems and Corrective Actions through an effective Root Cause Analysis process whenever problems are encountered/complaints are reported to enable organization to ensure action against each root-cause.

**Course Objectives**

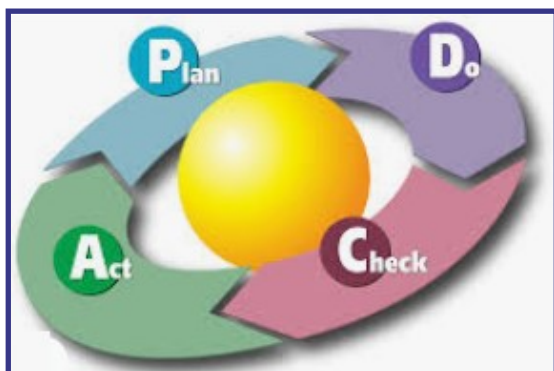
- ♣ Improve their skills regarding analysis of problems
- ♣ Improve quality of processes in their organization
- ♣ Improve consistency of quality of goods and services
- ♣ Establish a proactive culture of prevention and improvement
- ♣ Enhance customer satisfaction

**Who should attend ?**

Senior and Middle level Managers and Executives from Operations, Quality, Supply Chain, Maintenance, Planning, Project Management, etc., working in industry of any type who are involved in the activity of problem identification, problem analysis and decision-making activities for their organization.

**Course Contents**

- ♣ Introduction
- Correction. Corrective Action, Preventive Action and Root Cause Analysis – clear understanding of the terms
- ♣ Why Correction, Corrective Action and Preventive Action, RCA
- Relation between Corrective Action and RCA
- ♣ New terminology and Importance of Preventive Action as per ISO Systems
- ♣ (ISO 31000:2018, ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018)
- Principles and Guidelines for Risk Based Thinking (Preventive Action)
- Terms and Definitions
- Process Approach
- Elements of a Single Process
- PDCA Cycle
- Preventive Action and Risk Based Thinking in Quality Management System ISO 9001:2015
- Preventive Action and Risk Based Thinking in Environmental Management System in ISO 14001:2015
- Preventive Action and Risk Based Thinking in Occupational Health & Safety Management System ISO 45001:2018
- Context of the Organization – External Issues, Internal Issues, Needs and Expectations of Interested Parties and Risks associated
- Group Exercise on Risk Based Thinking
- ♣ Q&A



- ♣ Preventive Action - Risk Management
  - Risk Criteria
  - Risk Identification
  - Risk Rating
  - Planning of Mitigation action
  - Assessment of effectiveness of action
  - Role of Leadership
  - Integration of actions into Management Processes
  - Evaluation of Risk Assessment Capability
  - Group Exercise on Risk Assessment for at Organization level and Operation levels (Strategy, Business Process, Quality, Environment and Occupational Health)
- ♣ Risk Assessment Techniques
- ♣ Q&A



## Root Cause Analysis

### Duration

4 Hours including break of 30 Minutes each day

### Issue of Certificate

Certificate of successful attendance shall be issued to all the delegates who attend entire duration of the course.

**Registration Fee : Rs.3000 + 18 % GST per participant**

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