



ISO CONSULTANT COMPANY LIMITED

Corrective Action Problem Solving Workshop

Course Code: CAPSW-11

Objectives: This workshop provides participants with the framework and knowledge to implement value-adding and efficient problem solving process.

You will learn:

Introduction to Corrective Actions

- ♦ The relationship between Corrective Action and Problem Solving Process.
- ♦ Describing the current state of a problem.
- ♦ Overview of problem solving process.

Problem Identification and Prioritization

- ♦ How to write a non-conformance:
 - The problem statement.
 - Examples of good and bad problem statements.
- ♦ Problem identification tools:
 - Trend chart; Pareto chart; Histogram.
- ♦ Prioritizing problems:
 - Multi-voting; Paired Comparison.
- ♦ Data Collection Tools:
 - Check sheets; Concentration Diagram; Flow Charts.

Effective Root Cause Analysis

- ♦ Tools for root cause identification and verification:
 - Brainstorming; 5-Why analysis; Cause and Effect Diagram; Comparative Analysis.
 - Case study exercise

Select and Verify Corrective Action

- ♦ Identifying a permanent fix.
- ♦ Decision making matrix.
- ♦ Implementing the solution.
- ♦ Case study exercise.

Prevent Recurrence

- ♦ Follow-up and control.

*Non-conformance?
Any effective way
to fix it?*



Duration :

20 hours

Time:

7:15pm – 9:45pm

Language: Cantonese with English handouts

Methodology: Lectures, exercises and discussions

Certificate: Certificate of Achievement will be issued to participants who have attended full course.

Fee: HK\$2600 / HK\$2340**

** 10% discount is offered to ISO Consultant Co. Ltd.'s existing clients and members **OR** for groups of 3 or more **OR** enrolment made one month prior to the course commences.

Enquiry and Reservation:

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