Problem Solving for Effective Corrective and Preventive Action

Overview:
Two key goals of a quality management system are to find the root causes of actual and/or potential problems and to develop permanent solutions. In this 1-day workshop you will learn how to use tools and methods of problem solving in order to develop and implement solutions that are accepted, efficient, and effective. This workshop will also examine best practice CAPA systems to provide thoughts and ideas on how to improve the performance of your current system. This workshop is perfect for the novice or for those desiring an invigorating refresher.

How You Will Benefit:
On completion of this training course you should be able to:

- Differentiate between corrective and preventive action
- Perform risk assessment effectively
- Identify and prioritize problems and create meaningful problem statements.
- Choose the problem solving method best suited to your situation
- Use tools to investigate true root causes of problems and to evaluate and prioritize solutions
- Use tools to evaluate feasibility and benefits of potential solutions.
- Develop successful implementation plans
- Evaluate effectiveness, suitability and adaptability of implemented solutions/corrective actions

Who Should Attend:
This course is for people tasked with maintaining and improving ISO 9001/AS9100/TS 16949/ISO 13485 Quality Management Systems and for making general improvements in their organizations performance.

Course Prerequisites:
The are not prerequisites for this course.

Course Duration:
This course will take 1-day (8-hours) to complete.

Course Instructor: Bethany Quillinan
Bethany Quillinan has 20 years experience in Process Management and Improvement and currently specializes in statistical methods, problem solving and Quality Management Systems based on ISO 9001. Her clients include Multnomah County, Freightliner Corporation, Hewlett Packard, Kaiser Permanente and Leupold & Stevens. An accomplished trainer and training course developer, Bethany holds a BS in Ceramic Engineering, an MA in Whole Systems Design for Organizational Systems Renewal, has passed the examination for Certified ISO 9001 Lead Auditor and is a Six Sigma Black Belt.

Course Fees
Cost is $395 per person, which includes a comprehensive workbook and handouts for each participant.

More Information
For more information or to reserve your company’s place please contact:

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