



# Root Cause Analysis and Corrective Action

## An Instructor-Led, Online Training Workshop

*March 10-11, 2026 (8:00am – 1:00pm)*

### Overview:

Two key goals of a Quality Management System are to find the root causes of both actual and potential problems and develop and implement permanent solutions that are accepted, efficient, and effective. You will learn how to use basic root cause analysis tools to find the underlying causes of problems that impact an organization's operations and profitability. You will also learn the methodology to address corrective actions. This workshop will be presented in two instructor-led, online training sessions and is perfect for the novice or for people desiring an invigorating refresher.

### How You Will Benefit:

On completion of this training course you will be able to:

- ❖ *Understand the components of good corrective action.*
- ❖ *Differentiate between containment actions and root cause analysis.*
- ❖ *Prioritize root cause analysis for corrective action based on risk.*
- ❖ *Create meaningful problem statements.*
- ❖ *Select and use tools to investigate true root causes of problems.*
- ❖ *Select and use tools to evaluate and prioritize solutions to problems.*
- ❖ *Evaluate the effectiveness, suitability and adaptability of solutions implemented for corrective actions.*

### Who Should Attend:

This course is for people tasked with maintaining and improving their Quality Management System and for making general improvements in their organizations performance.

### Course Prerequisites:

A computer with Internet capabilities is required. There are no other prerequisites for this course.

### Course Instructor:

**Don Bartlett** has over 27 years of experience in Quality, Operations, and General Management at both tactical and leadership levels. Starting his career in with a passion for the power and results of statistical quality tools, followed by certifications as an ASQ Manager of Quality & Operational Excellence, Quality Auditor, and Quality Engineer, Don's passion grew into Quality and Operational Management Systems and implementing systems so that they impact company business results. Don is an ISO-9001 and IATF 16949 Lead Auditor who also works for a major 3rd party registrar, and he holds a Bachelor of Science in Business Administration and Master of Science in Economics.

### Course Fees

Your cost for this instructor-led, on-line training workshop, including a comprehensive digital workbook and handouts is \$360.00 per person .

**For more information or to reserve your place, please contact ETI Group**

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