



Problem Solving for Effective CAPA

Training Program 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 that will provide you with 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.

You Will Learn How To

- *Differentiate between corrective and preventive action*
- *Describe the necessary steps for full corrective action.*
- *Identify and prioritize issues and plan effectively.*
- *Create meaningful problem statements.*
- *Choose the problem solving method best suited to your situation.*
- *Use tools to investigate the true root causes of problems.*
- *Use tools for evaluating and prioritizing root causes.*
- *Use tools to evaluate feasibility and benefits of potential solutions.*
- *Evaluate effectiveness, suitability and adaptability of corrective or preventive actions.*
- *Develop successful implementation plans.*

Course Duration

This course will take 2-days (16-hours) to complete

Program Fees

ETI Group can present this training program at your facility. Your cost, including workbooks for up to twelve people is \$2,500. Travel and lodging will be invoiced at cost. Additional participants in this workshop, up to a maximum of twenty people, will cost \$60 per person to cover the cost of the additional training materials. For more information please contact ETI Group.