



Root Cause Analysis and Corrective Action

An Instructor-Led, Online Training Workshop

November 30 and December 1, 2020 (8:00am – 12:30pm)

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:

Bethany Quillinan has 20 years of experience in Process Management and Improvement, specializing in Quality Management Systems and Statistical Methods. Bethany has assisted many organizations improve bottom-line performance. 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 Lead Auditor, and is a Lean Six Sigma Black Belt

Course Fees

Your cost for this instructor-led, online training workshop, including a comprehensive digital workbook and handouts is \$325 per person.

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

Tel: 360-861-2188 or 503-484-5979

Email: info@etigroupusa.com – Website: www.etigroupusa.com