Root Cause Analysis for Labs, Inspection Bodies, and Certification Bodies (CABs) 
[with Corrective/Preventive Action]

One Training Day

**Course Objectives**
To learn about the nuts and bolts of easily zeroing in on the root causes of non-conforming and potential non-conforming conditions, and even some opportunities for improvement. To conduct root cause analysis that actually helps improve a QMS. To create corrective and preventive actions that endure.

To determine if lab QMS is actually supporting the work of the CAB staff and their production of consistent results.

**Target Organisations**
This Training Course applies to all types of CABs.

**Course Participants**
For all CAB staff who participate in the operation of the laboratory quality system:

- Conducting testing, calibration, inspection, evaluation, or certification
- Supporting CAB activities
- Managing the CAB quality system
- Training CAB staff
- Managing the CAB

**Training Process**
This is a facilitated day-long Training Course based on internationally recognised approaches to analyzing non-conformances for root cause. Delivered by an author of ISO/IEC 17025, international accreditation body evaluator and trainer of assessors.

Extensive examples and interpretations of quality system requirements. Use a systematic and objective approach that is proven worldwide.

**Syllabus** (09:00 – 16:30)

- Introduction and Objectives
  - Course Aims
  - Approaches to learning
- Background and Principles
  - Introducing root cause analysis and accident investigation
  - Systematic Cause Analysis Technique (SCAT) developed by [DNV](https://www.dnv.com).
  - Analyse risk/ensure validity.
- Direct Causes and Root Causes
  - Identifying direct causes
  - Focus on the system
  - Recognising that a piece is missing from the quality system
  - Identify the source of root causes
  - Samples for discussion
- Documenting Root Causes
  - Workshop Samples
- Documenting Solutions
  - Corrective Action
  - Preventive Action
  - Opportunities for Improvement.
- Quiz

Workshop Samples

- **Break (15 minutes)** -
- **Lunch (45 minutes)** -

Workshop Samples (cont’d)