



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](#).
- Analyse risk/ensure validity.

- - Break (15 minutes) - -

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

- - Lunch (45 minutes) - -

Documenting Root Causes

- Workshop Samples

Documenting Solutions

- Corrective Action
- Preventive Action
- Opportunities for Improvement.

Workshop Samples

- - Break (15 minutes) - -

Workshop Samples (cont'd)

Quiz