

Effective Root Cause Analysis

Training Brochure



EFFECTIVE ROOT CAUSE ANALYSIS

INTRODUCTION

Root Cause Analysis (RCA) is one of the most common actions required at every organization not only to solve day-to-day operational problems but play important role in other improvement activities such as lean sigma, risk management etc.

Root cause analysis (RCA) involves searching backwards from an undesirable effect (or problem) to its cause(s) and addressing those causes to effectively prevent recurrence.

This online training provides the learner with a basic understanding of the principles and techniques of effective Root Cause Analysis and providing concepts needed to effectively perform investigation. The course is ideal for anyone who needs to understand the terminology and process of effective RCA.

COURSE OBJECTIVES

This training enables learners to:

- Understand the importance of getting to the root cause of a problem to assure that it is eliminated for good.
- Recognize common barriers to root cause analysis and apply techniques to overcome those barriers.

COURSE OUTLINES

- Introduction
- Challenge in root cause analysis
- Benefit of effective root cause analysis
- Symptoms vs Cause of Problem
- Contribution factor vs root cause
- Type of root cause
- Root Cause Analysis Problem Solving Model
- Root Cause Analysis Tools
- Actions to prevent future problem- Corrective Action Preventive Action
- Human Error
- Root Cause analysis in a regulated environment
- Tips for performing effective root cause analysis

TARGET AUDIENCE

Manager, team leader, quality assurance engineer/executive, supervisor or facilitator in charge of problem-solving or initiating improvements.

DURATION

1 full day course running from 9am to 5pm with 1 hour lunch break in between.

MODE OF TRAINING

Remote Online Training

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TRAINER'S PROFILE

Harry Wong has over 19 years' of professional work experience in Quality Assurance of medical device, Ceramic Former and Metal Stamping for Electrical, Electronics and Automotive industries. He currently holds the position of Senior Manager, Global Complaint and Risk Management, Global Quality Assurance in one of the global leaders in protection solutions. As the subject matter expert of risk management, he provides advice, direction and training for Risk Management personnel across global sites and facilities; ensuring their risk management process complies with all necessary regulatory standards including QSR (FDA), MDD and ISO requirements. He is responsible for developing the global harmonized risk management SOP and tools which are implemented in the global organization facilities and sites.

Harry Wong is also an ASQ Certified Quality Engineer and Lead Auditor for ISO 9001 and ISO 13485 and has extensive involvement in mock audits for global sites preparing for CCC, ANVISA, SEI and FDA.

PAYMENT AND CONFIRMATION OF REGISTRATION

Option 1: HRDCorp Claim under SBL-Khas Scheme

A quotation together with course outlines and course agenda will be sent to you for HRDCorp grant application upon confirmation of the training. Please send us the grant application number for our record upon submission.

Option 2: Self-paying

2a) Direct Bank-in or via E-Banking

An invoice will be sent to you within 3 working days upon your registration. Please note that any Early Bird Discounts (for registration within validity period) will be reflected in the invoice. Please email us (admin@medsociate.com) the bank-in slip / remittance slip once the payment is made.

Please refer the following bank account details:

Beneficiary Name: Medsociate Sdn Bhd

Bank Account Number: 230-302-078-2

Bank: UOB Bank

Swift Code: UOVBMKYL

For Government Sector - A Local Order (LO) or letter of approval to participate must be submitted before your registration can be confirmed.

2b) Direct Online Payment

You may choose to make credit card payment via Paypal. An invoice with payment link will be sent to your email address separately when you choose this option.

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CANCELLATION / REFUND POLICY

The organisers, AMMI/ Medsociate Sdn Bhd reserves the right to cancel or postpone any training or event but with due notice to the registered participants / company(s). Any payment made will be refunded in full if the cancellation is made by AMMI/ Medsociate Sdn Bhd. No shows and cancellations made by participants/ companies within the specified period will incur the specified costs as per below schedule.

Prior to Training Date	Cancellation Charges
30 days or more	No charges
15-29 days	25% of training course fee
8 - 14 days	50% of training course fee
0 - 7 days	100% of training course fee

SUBSTITUTION

Replacement of participant is allowed at no additional cost if you are unable to attend. Please inform us of the replacement in writing at least 3 working days before the training date.

CONTACT

For enquiries, please email to Medsociate Sdn Bhd

Authorised training provider of AMMI

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