



DBS Quality Management Int'l.
 894 Carriage Way, Lansdale, PA 19446
 e-mail: deidadoc@aol.com, Ph: 215-816-4547 or mikedocrt@aol.com Ph: 215-816-5656
 Visit our Website @ dbsqualitymgmt.com

ROOT CAUSE CORRECTIVE ACTION (RCCA) TRAINING
Half Day 9:00 AM - 12:00 PM
2021 Winter-Spring Training - 2 Sessions Offered

All Training will be delivered virtually using Zoom. Onsite and Hotel Training will resume pending the end of the pandemic

Course Description

This course is designed to provide an understanding of root cause corrective action (RCCA) process flow and implementation. The training will examine various problem scenarios and application of root cause methods of analysis. Key points of focus covered are Containment, Risk, Direct Cause, Contributing Cause, Root Cause, Correction, Corrective Action, and effectiveness of actions taken. Course format is lecture, discussion, and learning through case study workshops.

Agenda

- **Introduction RCCA**
- **Containment**
- **Correction**
- **Analysis of the Problem: Methods/Risk**
- **Root Cause Corrective Action**
- **CA Plan Implementation**

Prerequisite: None

Who Should Attend: Individuals who need to understand and respond to various cited nonconformities from customers, audits, nonconforming processes, nonconforming process outputs, supplier nonconformities, or any deficiency that requires root cause corrective action to prevent repeat of the deficiency. Management, production, service, quality, auditors and technical personnel who must respond to corrective action request and evaluate responses. This course is configured for beginners as well as seasoned professionals.

Course Instructor: Michael J. Dougherty, Certified QMS Lead Auditor, IAQG AEA, CMDCAS LA
 24 Years Practicing Registrar Lead Auditor

Cost: \$325 per person, 10% Discount for 3 or more attendees.

Cancellations received less than 10 days prior to course date will be assessed a cancellation charge per person.

Training material sent via US Mail prior to the training. Virtual Training using Zoom Platform

Note: Pending the end of the pandemic, public training will resume at the Holiday Inn, 1750 Sumneytown Pike, Kulpsville, PA 19443. Ph. (215) 368-3800. At Exit #31 (Lansdale) Northeast Extension of the PA Turnpike.

Please register the following for the Half-day Root Cause Corrective Action Training. Check the date you/they will attend:

January 21 **March 11**

Print or Type Names:			
Company:		Street:	
City:	State:	Zip:	
Phone:	Fax:	E-mail:	
Fill in Method of Payment			
Purchase Order #	<input type="checkbox"/> Enclosed Check	<input type="checkbox"/> Money Order Enclosed	Total Amount (US)
			\$
PO, Check, or Money Order Payable to DBS Quality Management Int'l.			