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CALA
Training Service

Investigation of Non-Conformances through Root Cause Analysis

One Training Day

What?

Avoid the blame game and conduct root cause analysis that actually helps improve a lab QMS. Examine an approach used internationally.

Learn how to determine when the lab QMS is not supporting the work of the lab staff and the production of consistent results.

Who?

For all laboratory staff involved in the work of a laboratory with an ISO/IEC 17025 quality system who:

- Conduct tests and calibrations
- Conduct QA/QC
- Participate in PT / ILC
- Manage the quality system
- Manage the laboratory
- Provide supporting services

How?

Examine the best approaches to analyzing non-conformances for root cause. Delivered by an author of ISO/IEC 17025.

Make use of extensive examples and reference to international interpretations of laboratory 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
- ISO/IEC 17025 requirements
- Systematic approach
- Analyse risk/ensure validity.

- - Break (15 minutes) - -

Direct Causes and Root Causes

- Identifying direct causes
- Focus on the QMS - to help people
- Recognising that a piece is missing from the quality system
- Identify the source of root causes
- Samples for discussion

- - Lunch (1 hour) - -

Finding the Missing Pieces

- Identifying the factors that are Root Causes.
- Sample ICARs

- - Break (15 minutes) - -

Bridging the Gap

- Enduring solutions and records
- Still more samples

Quiz

Call us at (613) 233-5300

or

Visit <http://caal.dameco.com/Coursesoffered.asp> for this course on line