PRACTITIONER TRAINING · CONTINUAL IMPROVEMENT

Nonconformity Management

Self-paced online training (video) · 12 modules · about 100 min of video · about 3 hours in total · English, with captions

Understand how to recognise and contain nonconformities, investigate causes, take corrective action and check whether the action has been effective.

WHO IT IS FOR

Process owners and management system practitioners

WHAT YOU WILL LEARN

- Recognise nonconformities and the need for containment.
- Understand the connection between causes and corrective action.
- Check whether corrective actions address the original problem.

MODULES (12)

1. Introduction & Overview
2. What is a Nonconformity?
3. Major, Minor or OFI?
4. Identifying NCs: Sources & Methods
5. Writing a Clear NC Statement
6. Evaluating & Correcting NCs
7. Root Cause Analysis: the 5 Whys
8. Fishbone & Pareto Analysis
9. Corrective Actions & Lessons Learned
10. Verification & Official Closure
11. The NC Life Cycle & Investigations
12. Improvement & Certification Audits

PRICE

US$29 per learner

Per learner, by team size

1–10 learners	**US$29**
11–50 learners	**US$23**
51–200 learners	**US$20**

Excluding taxes.

DURATION

About 3 hours in total (99 minutes of video)

MODULES

12

FORMAT

Self-paced online training (video)

LANGUAGE

English, with captions

ACCESS

12 months

CERTIFICATE

Sterling Academy Certificate of Completion

Scan for the course page, prices and enrolment