PRACTITIONER TRAINING · PROBLEM SOLVING

Root Cause Analysis & CAPA

Self-paced online training (video) · 16 modules · about 2 hours of video · about 3.5 hours in total · English, with captions

Find the real causes of problems and complaints, and turn them into corrective and preventive actions that stop recurrence.

WHO IT IS FOR

Quality, operations and process owners, team leaders, internal auditors and anyone who investigates nonconformities, complaints or incidents.

WHAT YOU WILL LEARN

- Tell correction, corrective action and preventive action apart, and know when each is needed
- Describe a problem clearly and contain its effects before investigating
- Use the 5 Whys, cause-and-effect diagrams and data to reach verified root causes
- Plan corrective actions with owners and dates, and check that they are effective
- Write CAPA records an auditor can follow from problem to verified result

MODULES (16)

1. Why root causes pay
2. Recap: correction, corrective, preventive
3. The problem statement
4. Containment and correction
5. How deep, and who investigates
6. Gathering the facts
7. The 5 Whys, done properly
8. The fishbone, with a team
9. Pareto and stratification
10. Is / is not: what is different?
11. Testing a suspected cause
12. Beyond "human error"
13. Designing strong corrective actions
14. The action plan and the wider check
15. Was it effective?
16. The CAPA record, end to end

PRICE

US$99 per learner

Per learner, by team size

1–10 learners	**US$99**
11–50 learners	**US$79**
51–200 learners	**US$69**

Excluding taxes.

DURATION

About 3.5 hours in total (2 hours of video)

MODULES

16

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