



*Empowering & Inspiring Excellence*

Company Registration No. 2014/063827/07

## **Effective Root Cause Analysis (Investigating & solving problems, making decisions and implementing solutions) for Food Handling Environments**

**Course Code: FBQM07-02**

### **Overview**

For an organization to survive, it has to continuously create value efficiently. The intent is to equip employees with an ability to identify opportunities, create priorities and solve problems using a structured approach. This training will certainly further improve your employees' capability to solve problems, which in turn will result in the enhancement of your organization's capacity to solve problems thereby improving your cash, reduce costs and improve growth. Tried and tested in manufacturing, government, engineering, consulting, health and mining industries, root cause analysis is a tool that most progressive organization have now adopted to increase their operational efficiency.

### **Course Objectives (Expected Outcomes)**

At the end of the training, participants should be able to:

- Identify Problems/Opportunities in their work place
- Manage a corrective and preventive action system (CPAR)
- Apply problem solving techniques such as root cause analysis
- To perform effective corrective actions

### **Course Content**

- Overview of corrective action systems
- The corrective action system
- Identify Problems/Opportunities in their work place
- Non-conformances (NC) and Trending of NC
- Verifying effectiveness of corrective actions
- Critical success factors for an effective Corrective and Preventive Action system
- Management of an effective Corrective & Preventive Action system
- Problem solving techniques
- Problem solving worksheets

## **Who should attend?**

The course is designed for individuals of all levels within an organization.

- Executive Leaders
- Managers
- Team Leaders
- Food Safety Team members
- Employees and
- Any other interested person in the food and beverage industry

## **Assessment**

- Formative assessment through quizzes, workshop discussions and case studies
- Examination at the end of the course may be given
- Portfolio of Evidence
- Full attendance of all contact sessions is essential for a certificate to be issued

*Consultancy is provided to implement Root Cause Analysis. This will have to be arranged separately or the client can request for on-site coaching and mentoring sessions to be included in the quotation.*

## **Entry requirements**

- Able to converse, write and read English in order to understand the course

**Duration of the course:** 2 Days

**Cost:** As per price list

**For Further Information on our training courses, or to register for a course, please contact us on:**

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