

## Root Cause Analysis for Quality Assurance Practitioners – 1 Day

### Introduction

The ability to understand exposure and to analyze root causes are without doubt essential skills for auditors and managers alike.

The purpose of this training is to identify best practice techniques and behaviours to support the delivery of effective Root Cause Analysis This course is intended to be highly practical and to help the delegate focus on the 5 elements which exist within a finding or issue.

The finding – What is the problem? - Why is it a problem? – What standard has not been met (is it internal or external)? - Why did it happen? - How to consider Root Cause?

The outcomes of such activities play a significant role in supporting the organization to achieve its goals to not just maintain, but to exceed regulatory compliance - What is the consequence – risk or opportunity considered and to consider the corrective action disposition – Who, What & When?

### Who is the course for?

Determination of root cause is a task addressed to functional area managers, nominated persons and senior management. Quality assurance staff should also have good knowledge of Root cause analysis to support the process of determination of root cause and the process of developing appropriate corrective actions. The course is also beneficial for persons involved with interaction with organization SMS.

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<b>Venue</b>	On Demand
<b>Level</b>	
<b>Price</b>	On Demand

## What is the Benefit of this Training – What will I learn?

To re-enforce a comprehensive understanding of the requirements for Quality systems including an understanding of the methodology to determine root cause and develop appropriate responses.

An essential element then of benefiting from this training is to focus on the issues, and how they relate in our workplace, and what we need to do to address them.

The intention of this training is not to tick the regulatory box but to identify the significant issues which need to be addressed.

## Detailed Content / Topics – The following Subjects will be addressed

- Introduction
- Abbreviations and Terms
- Quality Review & Delivery of Effective Audits
- Practical understanding of the role of Root Cause
- Root Cause Analysis
- Identification of Root Cause
- Developing Preventative Strategies and the role of Performance Auditing
- Performing and Managing Investigations with Practical Examples
- Management Reporting Process

## Target groups

This training is highly relevant for senior management and members of the quality Assurance Audit department, it is also relevant for all business area stake holders.

## Pre-requisites

A background or understanding of Aviation audit.

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## Learning Objectives

To re-enforce a comprehensive understanding of the requirements for both the QA & SMS systems including an understanding of the different types of audit applicable for each area and how to identify discrepancies.

To understand the methodology to determine root cause and develop appropriate responses.

To consider the fundamentals of a fully compliant Aviation Quality System together with the key elements required to deliver maximum effectiveness.

How to identify areas which need special attention and how to focus our efforts on making sure we have a comprehensive understanding of multiple root causes.

An essential element then of benefiting from this training is to focus on the issues, how they relate to our work place, and what we need to do to address them.

The intention of this training is not to tick the regulatory box but to identify the significant issues which need to be addressed.

## What do People Say about Sofema Aviation Services Training?

*"The instructor used the right words to explain the material."*

*"The discussions among the group were very beneficial."*

*"The instructor showed very resourceful background and experience."*


*"All sections of the course were related to my field."*

*"Adequate answers were given to specific questions."*

## Duration

1 Day – To commence at 09.00 and finish at 17.00, with appropriate refreshment breaks.

To register for this training, please email [team@sassofia.com](mailto:team@sassofia.com) or Call +359 28210806



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