

MAS MANAGEMENT SYSTEMS

**ROOT CAUSE  
ANALYSIS  
TRAINING  
COURSE**

[www.masmanagementsystems.com.au](http://www.masmanagementsystems.com.au)

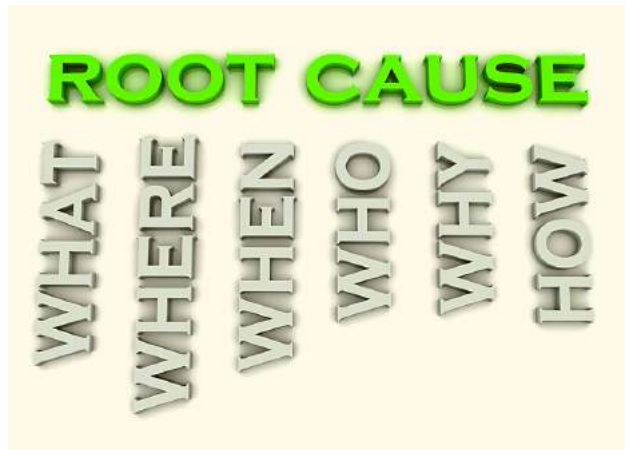


# ROOT CAUSE ANALYSIS TRAINING COURSE

We all make mistakes, that's a given. However in a lab, it's not enough to point the finger at someone and blame them for what went wrong.

We need to backtrack, drill down into the process and work out the WHY of what happened.

**And that's precisely what a root cause analysis is for.**



## Course outline

By carrying out a root cause analysis, you can discover where the process broke down and how it can be fixed. As well as pointing to a possibly serious flaw in your system, a root cause analysis will allow you to prevent it from happening again.

For labs holding accreditation with NATA or certification, this could be anxiety inducing. NATA or your certifier needs you to adequately undertake and importantly, be able to demonstrate that you've carried out an effective root cause analysis. **But what does this look like and where do you start?** This half day course will show you:

- Why a good root cause analysis can be the best investment of your organisation's resources you'll ever make
- How to identify problems, and work out their significance
- The techniques for carrying out a root cause analysis
- How to fix problems using your corrective action system
- How to defend your root cause analysis to an auditor

**Why is our course different? We use a process from your facility to ensure what you learn is of immediate and practical benefit!**

**PLUS** you'll get hints and tips on what to look for and how to answer questions from external auditors such as NATA.

Our trainers have extensive experience, including as NATA auditors, providing you with valuable insights into an external auditor's mindset. And we've seen first hand what works and what doesn't across businesses like yours.

**BONUS:** Often there are questions after you've completed a training course. So we don't leave you high and dry once the day is over. We'll be in touch a couple of weeks after the course to make sure you're on track and answer any further questions.

All participants will receive a certificate of completion at the end of the course.

**COURSE COST: \$374 PER PERSON**

**IN-HOUSE TRAINING:** As well as saving you time and money, in-house training ensures consistency of message across your business. **PLUS we train your staff using your processes, on your premises.**

**Discounts apply** for group training so contact us for further information about this option.

FOR MORE INFORMATION ABOUT THIS COURSE  
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OR PHONE MAREE ON 0411 540 709