

# Corrective action management & problem solving, 9S & 8D methodologies

## **GOALS**

- This program offers a structured and comprehensive approach to corrective action management and problem solving, integrating 9S and 8D methodologies to meet the requirements of ISO 9001 and EN 9100 standards.

## **PROGRAMME**

- Introduction to problem-solving and lessons learned
- Terminology and Key Concepts
- Evolution of the problem-solving approach
- The 9S method according to EN 9136 and RM 13000
- Stage 8D
- Summary of methodologies and tools
- Pitfalls and challenges in managing non-conformities
- Introduction au QRQC (Quick Response Quality Control)

## **PREREQUISITES**

- None

## **TARGET AUDIENCE**

- Any professional involved in the planning, implementation or maintenance of the ISO 9001 QMS.

Please contact us for any information regarding the conditions of reception and access for people with disabilities.

## **DURATION**

3 days (21 hours)

## **PRICES**

**Inter-company training** : 1 300,00 € HT/participant (3 participants minimum)

**In-house training:** please contact us

## **TERMS AND CONDITIONS OF ACCESS**

**INTER:** Registration is open until two weeks before the training date.

**INTRA:** training can be provided one month after acceptance of the quote (for information purposes only).

## **METHODS USED**

The training is based on alternating theoretical input, games, examples and/or practical cases.

Trainees will need to bring a laptop.

A folder is given to participants at the end of the session.

*(containing the theoretical principles stated during the training and the exercise materials).*

## **EVALUATION METHODS**

Trainees' knowledge acquisition is generally validated by a quiz.

It can also be assessed using other methods *(at the trainer's discretion and/or in agreement with the client).*

At the end of the training, a certificate is issued based on the results of the assessments.

