

Course code: Q1007

Root Cause Analysis and CAR Response

Corrective Action Request-CAR method is a simple but powerful framework that helps you structure your answers to problem-solving interview questions. This course helps aspiring participants to understand how improvement helps to continually improve organisational management system using its best practice. Participants learn the details of each clause of the standard requirement to be able to apply within their organization.

OBJECTIVE

- To describe the concept overview of quality improvement.
- To provide knowledge on quality management system and describe how problem solving technique is applied.
- To explain the importance of customer-related in the improvement by using CAR concept.
- To build awareness and encourage continual improvement within organization.



CONTENT

- **Session 1: Introduction**

Describe the quality philosophies and principles including supporting systems and tools. Provide understanding of the elements of waste, PDCA(Plan-Do-Check-Act) cycle.

- **Session 2: Terms and Definitions**

Describe relevant terms and definitions that normally use improvement in the quality and related fields.



- **Session 3: Statistical control and 7 QC tools.**

Describe how to plan and implement a Six Sigma project with a simple sequence of steps. Provide understanding of various problem-solving skills, along with a clear understanding of PDCA model.

- **Session 4: Problem solving tools for continual improvement**

Describe systematic process and provide understanding of problem solving thinking for CAR response.



- **Session 5: Conclusion**

Conclude and explain step to implement.

Exercise workshop will also be delivered in each key sessions

PREREQUISITES

Basic knowledge in management system is optional. Experience in any industry will be more benefit.



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