

PERRY JOHNSON CONSULTING, INC.

The World Leader in ISO 9000 Standards

ISO 9000:2008 ROOT CAUSE ANALYSIS

Course Outline

- **Introduction**
- **Objectives of the Course**
- **Understanding Processes**
 - Process Approach
 - Continual Improvement
- **Continual Improvement - What Is It?**
 - The Goal and Purpose of ISO 9001:2008
 - Continual Improvement of the Quality Management System
 - Plan-Do-Check-Act and ISO 9001:2008
- **ISO 9001:2008 and Root Cause Analysis**
 - Measurement, Analysis, and Improvement - General
 - Monitoring and Measurement
 - Analysis of Data
 - Improvement Activity
- **The Tools of Improvement**
 - Brainstorming
 - Fishbone Diagram
 - Flowcharting
- **Application of Improvement Activity to Management Review**
 - Management Review Inputs
 - Management Review Outputs
- **Practical Applications**
 - Selection of Projects
 - Determining Root Cause
 - Action Plan