

# Root Cause Analysis

**Course Level**  
Supplementary

**Programme Coordinator**  
Lulanie Swanepoel

**Course Length**  
One Module

Swift Silliker (Pty) Ltd t/a Merieux NutriSciences is accredited with FoodBev SETA: Accreditation number: 587/00077/0610



## Overview & Objectives

### Course Overview

This timely course covers problem-solving and root cause analysis methodology, methods of how to perform root cause analysis, common mistakes when performing root cause analysis, and corrective action. These aspects the learner will need to employ throughout their processing operations.

### Course Objectives

- To equip delegates with knowledge of root cause analysis methodology and models.
- Improve problem-solving effectiveness.
- Encourage the ability to provide problem-solving support.
- To educate delegates in ways to integrate the root cause analysis process into everyday operations.
- To use the root cause analysis process to help drive improvement in the working culture.

### Outline

- Introduction
- Terms & Definitions
- Regulatory Issues
- Defining the Problems
- Analysis Methods
- Data Interpretation, Management, and Communication
- Root Cause Analysis
- Corrective Action
- Integrating Root Cause Analysis
- Common Mistakes
- Evaluate the Root Cause Analysis Process



## Entry Level Requirements

To ensure the value of the course to your company, delegates must be comfortable communicating in English and need suitable reading and writing skills.



## Who Should Attend

- Food Safety Managers
- Food Safety Auditors
- Technical and Quality Managers
- Process/Product Development Managers
- Anyone who is involved in corrective action investigation



## Language

Presented in English.



## Certification

A certificate of attendance and virtual badge will be issued once the course has been successfully completed.

### Contact us:

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## Benefits of MXNS Online Training

### Independence & Flexibility

This course is facilitated via an online Learner Management System (LMS) and follows a 'learn-at-your-own-pace' approach, whereby the student has the freedom to work through the content in their own time - from anywhere in the world.

### Variety

The content of this course is made up of course notes, images, infographics and video - in order to provide diversity in the learning material and to allow for exposition of more nuanced topics and/or practical demonstratio, where required



### Assessment Method

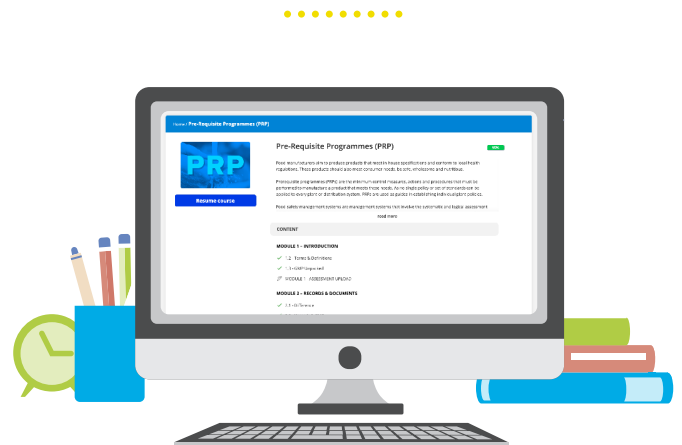
Each module is followed by an assessment which is uploaded and graded by our Technical Specialists, with one final summative assessment taking place at the conclusion of the course.

### Online Assistance

Our Technical Specialists are an email away and are available to assist with any content for which you may require further clarification.

### Learning Outcomes

At the conclusion of this course, you will receive a certificate of completion, as well as a digital badge to make use of on your resumé, LinkedIn profile, etc.



**Contact us:**