

AVIATION AUDITING & ROOT CAUSE ANALYSIS TRAINING COURSE



DESCRIPTION

This training will benefit aviation personnel involved in the Quality & Safety departments and personnel implementing quality management procedures.

This course prepares you to conduct consistent audits and drive continuous improvement within your organisation. Learn about the audit process through a breakdown of its stages: the audit scope, objectives, follow-up, and closing; and practice using techniques that deliver objective, measurable results.

The training introduces the Root Cause Analysis (RCA) as one of the quality improvement approaches used to identify, understand and resolve any root causes of problems or incidents. This training helps identify best practice techniques and behaviors to perform effective Root Cause Analysis (RCA).

COURSE CONTENT

- Principles of Quality Management
- Components of a Quality System
- Roles/Responsibilities in a Compliance Monitoring System
- Audit Program – Types and Objectives, Establishing and implementing an audit program, Monitoring and improving an audit program
- Audit Preparation – Initiation, Plan, Checklists, Selecting the Team
- Conduct of audit – Gathering of Evidence, Opening/Closing Meetings, Analyzing Findings
- Audit Findings and Report – Report Writing
- Corrective Actions and Follow Up
- The Auditor – audit styles and techniques
- Understand and Implement the Root Cause Analysis Methodology
- Managing Root Cause Processes including Analysis
- Additional Practical Techniques for Determining Root Cause
- RCA Techniques: 5 Why's, Fault Tree Analysis, Cause and Effect Diagrams (Fishbone/Ishikawa), BowTie analysis, etc.
- Understand and practically deploy the right techniques associated with Root Cause Analysis (RCA)
- Identify where and when RCA can be used effectively and efficiently for best results
- Build and engage the RCA team to provide true evidence, tangible solutions to what appears to be chronic business issues
- Implementation Workshop

WHO SHOULD ATTEND

- Quality & Safety staff
- Personnel implementing quality management procedures
- Authority representatives

LEARNING OBJECTIVES

- Understand in detail the complete auditing process.
- Obtain skills and techniques required to manage and execute meaningful audit programs and audits within their respective companies. This includes understanding the Root Cause Analysis Methodology.
- Practice a number of exercises including raising own audit plans, checklists and reports in relation to specific role, using procedures and audit plans drawn from the own company.

DURATION: 2 DAYS

The training will commence at 09.00 AM and finish at 17.00

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