

# AGENDA



One Quality Place  
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## CORRECTIVE AND PREVENTIVE ACTION FOR ISO 9001 QUALITY MANAGEMENT SYSTEMS COURSE SCHEDULE

### Day 1

8:00 - 8:30 a.m.	Registration
8:30 - 9:00	Introductions/Course Objectives
9:00 - 10:30	Why CAPA? (Module 1) <ul style="list-style-type: none"><li>• Benefits</li><li>• Definitions</li><li>• Workshop 1</li><li>• Workshop 2</li><li>• Methods</li><li>• Workshop 3</li></ul>
10:30 - 10:45	BREAK
10:45 - 12:00 p.m.	ISO 9001 and CAPA (Module 2) <ul style="list-style-type: none"><li>• Product vs. Process</li><li>• Sources of Data</li><li>• Workshop 4</li></ul>
12:00 - 1:00	LUNCH
1:00 - 3:30	CAPA Methodology (Module 3) <ul style="list-style-type: none"><li>• Corrective Action and Tools</li><li>• Preventive Action and Tools</li><li>• Workshop 5</li></ul>
3:30 - 3:45	BREAK
3:45 - 5:00	CAPA Methodology (cont.)

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## Day 2

8:30 - 9:30 a.m.	CAPA Methodology (cont.) <ul style="list-style-type: none"><li>• Workshop 6</li><li>• Workshop 7</li></ul>
9:30 - 10:00	Sources of Data for CAPA (Module 4)
10:00 - 10:15	BREAK
10:15 - 12:00 p.m.	Failure Investigation (Module 5) <ul style="list-style-type: none"><li>• Workshop 8 (optional)</li><li>• Planning/Conducting the Implementation</li></ul>
12:00 - 1:00	LUNCH
1:00 - 2:15	The Five Steps of Corrective Action (Module 6) <ul style="list-style-type: none"><li>• Workshop 9</li></ul>
2:15 - 3:00	Effectiveness Checks (Module 7) <ul style="list-style-type: none"><li>• Workshop 10</li></ul>
3:00 - 3:30	Management Review (Module 8)
3:30 - 4:00	Conclusion (Module 9)