Management system standards

Nonconformities and Root Causes

One day to handle nonconformities down to their cause and stop them from coming back. Participants learn to describe a nonconformity factually, decide on the immediate treatment, look for causes with the 5 whys and the Ishikawa diagram, then verify the effectiveness of corrective actions. The cases are your own nonconformities, customer complaints and audit findings.

Duration : 1 day

Objectives

1. Describe a nonconformity factually: requirement, finding, evidence
2. Distinguish correction from corrective action and decide on the immediate treatment
3. Apply the 5 whys and the Ishikawa diagram to trace the root cause
4. Define proportionate corrective actions and verify their effectiveness
5. Assess the quality of your register of nonconformities and actions

Programme

Day 1 — morning

• Nonconformity, complaint, audit finding, incident: sources and handling route
• Writing a finding: requirement, facts, evidence, extent
• Correction and control of the nonconforming product or situation
• Cause analysis: 5 whys, Ishikawa, checking causes in the field

Day 1 — afternoon (workshop)

• Workshop: cause analysis of three real nonconformities from your site
• Corrective action plan: owners, deadlines, effectiveness criterion
• Closure and effectiveness check: when and how
• Knowledge test and review of your register

Teaching methods

• Real cases drawn from your complaints, audit reports and nonconformity forms
• Cause analyses in sub-groups on the board, followed by a critical review
• Exercise rewriting badly worded findings
• Final test

Assessment and documents

Knowledge test at the end of the day, post-course evaluation at D+1. Numbered certificate, verifiable online, for each participant; training report and the cause analyses carried out in the workshop handed to the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

For complex or recurring problems, the course “Problem Solving: 8D, A3, 5 Whys, Ishikawa” goes deeper into the method and into working in a multidisciplinary team.

Practical information

Duration	1 day
Audience	Quality managers, process owners, team leaders, quality and production technicians
Prerequisites	No prerequisites
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Why do the same nonconformities keep coming back?
Most often because a correction was mistaken for a corrective action, or because the cause selected was only a symptom. The course trains you to check a cause in the field before deciding on the action.

How does it differ from an 8D course?
This day covers the routine handling of nonconformities in a management system. The heavier 8D approach targets complex problems, often from a customer complaint, which involve a multidisciplinary team.

Who should attend?
Quality managers, process owners, team leaders and the technicians who open or handle the forms. Training together those who detect and those who analyse improves the quality of findings.

Should we bring cases?
Yes: three to five recent nonconformities, complaints or audit findings, including, if possible, one that comes back regularly. They are analysed during the workshop.