



# CAPA and Investigations

**Code:** INV  
**Type:** Workshop  
**Time:** 16 Hours

**Objective:** The participants of this course will be able to apply a systematic methodology and associated tools to conduct investigations and root cause analysis of Quality problems.

**Audience:** Engineers, professionals, technicians and administrative personnel of all areas who need to conduct and document investigations of Quality problems.

## Contents:

- Basic concepts and terms
- The investigation process
- Identify and describe the problem
- Contain the problem
- Evaluate impact and risk
- Investigate and identify causes
- Implement corrective or preventive actions
- Verify the effectiveness of actions

## Mode:

- Face-to-face or virtual

## Method:

- The workshop is a combination of keynote presentations and group exercises. Participants will learn the relevant terms, definitions, and techniques for each topic. During the exercises they will use the concepts applied to real and simulated work cases.

## Equipment and materials

- It is recommended to bring laptop. Participants may bring real cases from their organizations to be discussed and solved during the workshop.



**For more details contact us:**

**Tel.** (506) 7075-2572  
[info@qmscr.com](mailto:info@qmscr.com)  
[www.qmscr.com](http://www.qmscr.com)

Follow us at

