



LABORATORY EXCELLENCE, SAFETY AND ACCREDITATION

Improving the Corrective Action Process

2 day course

Classroom, online or in-house

Course overview

Corrective action is where a management system either learns or performs a ritual, and the difference shows in whether the same finding recurs. This course covers making it work. Delegates work through problem statements written precisely enough to be solvable, cause analysis that goes past the first plausible explanation, and the distinction between correction, corrective action and preventive thinking that most systems blur. Effectiveness verification receives detailed treatment, since closing an action without evidence it worked is the commonest failure. The course also addresses the organisational conditions that produce shallow corrective action, including time pressure and the incentive to close findings quickly.

What you will learn

- Write a problem statement precise enough to be solvable
- Carry out cause analysis that goes past the first plausible explanation
- Distinguish correction from corrective action and from preventive thinking
- Design actions that address the cause rather than the symptom
- Verify effectiveness with evidence before closing
- Recognise the conditions that produce shallow corrective action
- Use recurrence data to test whether the process is working

Who should attend

- Quality managers and quality officers
- Internal auditors
- Laboratory and technical managers
- Corrective action owners in any function
- Management system practitioners

Course outline

- 01 Corrective action as learning against ritual
- 02 Writing a solvable problem statement
- 03 Cause analysis past the first explanation
- 04 Correction, corrective action and prevention
- 05 Designing an action that addresses the cause
- 06 Effectiveness verification with evidence
- 07 Why corrective action goes shallow
- 08 Recurrence as the measure of the process

Upcoming dates

Dates	Venue	Format	Fee per delegate
28 to 29 September 2026	Online	Online	R6,500
13 to 14 October 2026	Dar es Salaam, Tanzania	Classroom	USD 795
27 to 28 October 2026	Cape Town, South Africa	Classroom	R11,950

Fees and how to register

This 2 day course is **R6,500** per delegate online, **R11,950** in the classroom in South Africa, Botswana, Namibia,



Lesotho and Eswatini, and **USD 795** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

AfriScience Group | +27 61 536 6531 | info@afriscience.co.za | Pretoria, Gauteng, South Africa