

Training Program on
“Corrective and Preventive Action”
(ASQ ConnEx Course)

Training Duration: 8 hours



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31 March 2026 (Tuesday)



09.00 am to 06.00 pm Eastern Time (US)



Live Virtual Class (Online using Google Meet)



For Registration, Refer: **shaarkview.com/capa**

Obtain
0.7 ASQ RUs

Training Program on

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- Learn the **proper and thorough** Corrective & Preventive Action (CAPA, or CA/PA) for improvement in a quality management system to benefit your organization.
- Get an **in-depth understanding** of how to conduct CAPA in response to non-conforming product or services.
- Learn about **proven methods and approaches** for ensuring problems are adequately contained, and then prevented.
- Go away with a thorough understanding of a **systematic, tool-based CAPA system**.

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Learning Objectives:

- Learn the **vital quality principles** that drive proper CAPA.
- Determine **when to initiate** formal corrective action, and when not to.
- Write clear and actionable **problem statements**.
- **Explore sample** CAPA systems and records for best practices, and for potential weaknesses.
- Learn how to use a **team approach** to CAPA.
- Use various tools to perform **process-based root cause analysis**.
- Develop detailed actions to **contain and prevent the problem**.
- Identify **opportunities for improvement** in the participant's organization that can be acted upon after the course.

Who Should Attend:

This course is designed for **quality managers, production supervisors, account managers, purchasing staff, quality technicians, and owners** of a company's CAPA system.

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Course Outline:

I. Introductions & Goal Setting

II. Taking a "quality-in" approach

1. Benefits and key principles
2. Self-assessment on “quality-in” behaviors

III. Key concepts of CAPA

1. What is the root cause standard?
2. 5 Whys
3. Poka Yoke
4. Selecting proper root cause countermeasures
5. Getting buy-in from others for CAPA discipline

IV. Using the 8D approach to CAPA

1. Main steps of 8D
2. Checklists for key stages
3. When to close an open CAPA
4. Tips and recommendations for success

V. Application

1. Case studies
2. Participant situations

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Procedure for Reserving Seat for Training Class:

1. Fill the training registration form from our website <https://www.shaarkview.com/capa-training-registration>.
2. You will receive pro forma invoice with next class schedule (confirmed dates) through mail.
3. Complete the payment through NEFT/ Bank transfer to Shaarkview Business account.
4. You will receive invoice copy and details of conformation of your seat in training class through mail.
5. Details of students will be shared with ASQ, USA for processing the training request.
6. Students will receive instructions to receive/ download the training material from ASQ, USA team through mail before 1 week of training class.
7. Students will attend the training class (all sessions without fail).
8. Students will download training completion certificate from ASQ website after getting clearance from ASQ, USA team.



Thank You



Seetharam Kandarpa,

PMP, ASQ ConnEx Expert, ASQ CMQ/OE, ASQ CQA, ASQ CMDA, ASQ CSQE, ASQ CPGP, ASQ CSSGB, RAC Drugs, RAC Devices

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