

## **Harnessing the Power of Preventive Action**

“If it ain’t broke, don’t fix it.” But how do we keep it from getting broke? (“It,” being, for example, a product, process, machine, customer concern or regulatory compliance issue).

Preventive action is how we facilitate change, manage risk and anticipate problems. This course will look at the various factors to consider for achieving effective preventive action. Topics will include:

- The Process
  - Defining preventive action as a process
  - Various elements of the process
- Who owns this process
  - Who initiates preventive action
  - Who’s responsible for implementation
  - Who determines if they’re effective
- 3 different kinds of preventive actions
  - Processes that are preventive by nature
  - Preventive actions as part of other processes
  - Preventive actions as unique projects
- Generating preventive action
  - Identification of potential problem
  - Decision to initiate action
- Investigating potential causes
  - Investigating what could cause the potential problem to occur
  - Root cause analysis tools applied to process
- Taking action
  - Planning
  - Implementation
- Verifying effectiveness
  - Determining if action was effective
  - Assessing return on investment (ROI)
- Relationship to management review

## **Trainer Information:**

### **Denise Robitaille**

Denise is an internationally recognized speaker who brings years of experience in business and industry to her work in the quality profession. She has helped companies in diverse fields such as electronic assembly, biotechnology, machine shops, textiles, distribution and packaging fabrication to achieve ISO 9001 registration. More recently, Denise has conducted trainings for crime lab professionals on implementing corrective action and root cause analysis processes in conformance to the requirements of ISO 17025,

Denise is an RAB-certified lead assessor, an ASQ Certified Quality Auditor, and a senior member of the American Society for Quality.

She is vice chair of the U.S. TAG to ISO/TC 176, the committee responsible for updating the ISO 9000 family of standards. She is also a RABQSA-certified lead assessor, an ASQ Certified Quality Auditor, and a fellow of ASQ.

Denise is also the author of numerous articles and books, including *The Corrective Action Handbook*, *The Preventive Action Handbook*, *The Management Review Handbook*, *Root Cause Analysis*, *Document Control*, and *Managing Supplier Related Processes*, all published by Paton Professional. She is also a regular columnist for *The Auditor*, contributor to *Quality Digest* magazine and the *InsideStandards* e-newsletter