

Principles of effective CA/PA Management

Minimising incident exposure and maximising action results

Purpose of the service:

- To reduce bottlenecks and inefficiencies in your CA/PA management processes.
- To ensure that the root cause of incidents are fully defined before corrective actions are implemented.
- To ensure that incidents of different type are managed through the most appropriate process flow.
- To ensure complete visibility on all CA/PA actions and that actions are performed in a timely, controlled and structured manner.

Benefits for your organisation:

- Risk exposure will be reduced as corrective actions will be performed to a higher level and in a more timely manner.

Benefits for you as an individual:

- You will learn new and exciting techniques for investigating root cause and for ensuring that your corrective actions are truly effective.

You will learn how to:

- Create customised CA/PA recording wizards.
- Define mandatory fields when recording incidents.
- Perform root cause analysis through cause and effect methodology.
- Create customised CA/PA workflows based on incident type.
- Create automatic completion, reminding or escalation notifications.

Who this service is for:

- Quality Compliance Managers.
- Business Improvement Managers.
- Department Managers.
- Quality & Compliance Auditors/Engineers.

Entry requirements:

- Current Q-Pulse user with support contract.
- Sound understanding of the purpose behind CA/PA management.
- Broadband internet connection verified by customer prior to training for WebEx training.



Course information

Duration: 1 Day.

Location: Customer Premises / via WebEx.

Cost: Customer premises – £995 plus expenses.
 WebEx – £995 / €1500 / \$2100.

WebEx duration: 3X2 or 2X3 hour courses. Plus 1 hour consultation on product capability to match training to suit your business needs.

Credit value:
 Customer premises – 10.

Follow-Up courses

Maintaining Training & Competence Management Systems

Establishing a clear and systematic structure for the ongoing management of personal development activities.

Effective Asset Management

Building the foundations of a managed asset management system.

“ Q-Pulse and the resource that it provides could be seamlessly integrated with our existing systems. ”

Lesley Anastasiou
 Pathology Quality Manager
 James Paget Hospital