



ISO 9001:2015 NONCONFORMITY, CORRECTIVE ACTION & CONTINUAL IMPROVEMENT TRAINING



MTBM Group Sdn. Bhd. (1600656-M)

Level 8, MCT Tower, Sky Park, One City, Jalan USJ 25/1, 47650 Subang Jaya, Selangor

Course Title: ISO 9001:2015 Nonconformity, Corrective Action & Continual Improvement

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This program provides comprehensive guidance on meeting ISO 9001:2015 requirements for handling nonconformities, implementing effective corrective actions, and driving continual improvement across the organization. Participants will learn how to identify, analyse, and eliminate root causes using structured methodologies, effectively close nonconformities, and build a sustainable improvement culture. Practical tools such as 5 Why Analysis, Fishbone Diagram, Corrective Action Request (CAR) forms and improvement tracking will be taught through hands-on exercises.

OBJECTIVE(S):

- Understand Clause 10.2 requirements on Nonconformity & Corrective Action.
- Learn how to identify, document, investigate and manage nonconformities.
- Apply root cause analysis tools (5 Why, Fishbone, FTA).
- Develop effective corrective actions that eliminate recurrence.
- Understand the link between risk management, NC and improvement.
- Strengthen QMS continual improvement processes aligned with Clause 10.3.
- Prepare evidence and records for internal and external audit.
- Build organizational competence in managing NCs systematically.

TARGET GROUP(S):

- Quality Management System personnel
- Internal auditors
- Department heads / supervisors
- Document controllers
- Process owners
- Anyone responsible for handling nonconformities and improvement activities

ENTRY REQUIREMENT(S):

- Able to read, write and communicate verbally in Malay/English
- Preferably completed ISO 9001 Awareness / Internal Audit training

TOPIC(S):

- 1.Introduction to Nonconformity & Corrective Action
- 2.ISO 9001:2015 Clause 10.2 Requirements
- 3.Types of Nonconformities (Major, Minor, OFI)
- 4.NCR Documentation & Reporting Process
- 5.Root Cause Analysis Tools
- 6.Developing Effective Corrective Actions
- 7.Verification & Validation of Corrective Actions
- 8.Continual Improvement Concepts (Clause 10.3)
- 9.Using QMS Data for Improvement (KPIs, Trends, Audit Findings)
- 10.Common NCs Found During Certification Audits
- 11.Best Practices for Closing NCs on Time
- 12.Case Studies & Practical Exercises

LIST OF REFERENCE BOOK(S):

- ISO 9001:2015 Quality Management Systems – Requirements
- ISO 9000:2015 Fundamentals & Vocabulary
- ISO 19011:2018 Guidelines for Auditing Management Systems

LIST OF TEACHING AID(S):

- LCD Projector
- Computer
- Whiteboard & markers
- Sample NC report templates
- Root cause analysis worksheets
- Case study examples

METHODOLOGY(S):

- Lecture
- Group discussion
- Practical case study
- Hands-on RCA exercises
- Workshop-based problem solving
- Audit simulation activity

TRAINING SCHEDULE

Day 1

Time	Activity/Topic
8:30 am – 9:00 am	Registration & Introduction
9:00 am – 10:30 am	Topic 1: Introduction to Nonconformity & Corrective Action
10:30 am – 10:45 am	Morning Tea Break
10:45 am – 12:30 pm	Topic 2: ISO 9001:2015 Clause 10.2 Requirements
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 3: Types of NCs & Reporting Structure
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Workshop: Writing Nonconformity Reports & CAR Forms

TRAINING SCHEDULE

Day 2

Time	Activity/Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:30 am	Topic 4: Root Cause Analysis Tools (5 Why, Fishbone, FTA)
10:30 am – 10:45 am	Morning Tea Break
10:45 am – 12:30 pm	Topic 5: Developing Effective Corrective Actions
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 6: Continual Improvement (Clause 10.3) & Improvement Tracking
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Practical Assessment: Case Study + NC Closing Simulation