



RBA CORRECTIVE ACTION & CAP DEVELOPMENT TRAINING



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Course Title: RBA Corrective Action & CAP Development Training

Course Validity: 1 Day

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with essential knowledge and practical skills to develop effective Corrective Action Plans (CAPs) in alignment with the Responsible Business Alliance (RBA) requirements. The programme covers root cause analysis, non-conformance classification, corrective and preventive action planning, documentation, verification and continuous improvement. Participants will learn how to address RBA audit findings, close gaps, and build sustainable compliance systems across Labour, Health & Safety, Environment, Ethics and Management Systems.

OBJECTIVE(S):

- Understand RBA requirements for corrective action and CAP development
- Learn how to analyse non-conformance and determine root causes
- Understand how to prepare corrective and preventive action plans
- Identify documentation, monitoring and evidence required for CAP closure
- Strengthen organisational capability to manage RBA audit findings

TARGET GROUP(S):

- Compliance and sustainability personnel
- HSE, HR and administrative staff
- QA/QC and internal auditors
- Procurement and supply chain teams
- Managers, executives and supervisors
- Any personnel involved in audit findings and corrective actions

ENTRY REQUIREMENT(S):

- Able to read, write, and communicate in Malay/English

TOPIC(S):

1. Overview of RBA Audit Findings & NC Categories
2. Understanding Corrective Action Requirements under RBA
3. Root Cause Analysis Techniques (5 Why, Fishbone, Barrier Analysis)
4. Developing Effective CAPs: Structure, Timelines & Responsibilities
5. Documentation, Evidence Expectations & Monitoring Methods
6. Verification, Validation & Closure of Corrective Actions
7. Preventive Actions & Long-Term Compliance Strengthening
8. Common Errors & Weak CAPs Identified in RBA Audits
9. Best Practices for Sustainable Corrective Action Implementation

LIST OF REFERENCE BOOK(S):

- RBA Code of Conduct
- RBA VAP Operations Manual
- Root Cause Analysis Guides
- Corrective & Preventive Action Frameworks

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard with accessories

METHODOLOGY(S):

- Lecture
- Group discussions
- Case studies

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 9:45 am	Topic 1: RBA Audit Findings & NC Classifications
9:45 am – 10:30 am	Topic 2: RBA Corrective Action Requirements
10:30 am – 10:45 am	Morning Tea Break
10:45 am – 11:30 am	Topic 3: Root Cause Analysis Techniques
11:30 am – 12:30 pm	Topic 4: CAP Development, Responsibilities & Timelines
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 2:30 pm	Topic 5: Evidence, Documentation & Monitoring
2:30 pm – 3:30 pm	Topic 6: Verification, Closure & Preventive Action
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 7: Common CAP Errors & Best Practice Implementation