



FSC CORRECTIVE ACTION & NON- CONFORMITY MANAGEMENT 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: FSC Corrective Action & Non-Conformity Management Training

Course Validity: 1 Day

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training equips participants with the knowledge and skills needed to manage non-conformities and develop effective corrective actions within the FSC certification framework. It covers NC identification, root cause analysis, corrective and preventive action planning, documentation requirements and audit follow-up. Participants will learn how to close gaps effectively and maintain continuous compliance with FSC FM, CoC and CW standards.

OBJECTIVE(S):

- Understand FSC non-conformity types and classification
- Learn how to identify NCs during audits or internal checks
- Understand root cause analysis and effective corrective action development
- Learn documentation, evidence and follow-up requirements
- Strengthen compliance and ensure continual FSC certification readiness

TARGET GROUP(S):

- Compliance and sustainability personnel
- Certification and audit teams
- Procurement and supply chain teams
- Quality assurance and documentation staff
- Forest managers, supervisors and project leaders
- Anyone involved in FSC corrective action planning

ENTRY REQUIREMENT(S):

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

TOPIC(S):

1. Overview of FSC Non-Conformities (FM, CoC, CW)
2. Classification of Major vs Minor NCs
3. Identifying NCs & Understanding Audit Requirements
4. Root Cause Analysis Techniques (5 Why, Fishbone)
5. Developing Corrective & Preventive Actions
6. Documentation, Evidence & Closure Requirements
7. Monitoring CAP Implementation & Progress Tracking
8. Common Weak Corrective Actions & How to Avoid Them
9. Best Practices for Continual FSC Compliance

LIST OF REFERENCE BOOK(S):

- FSC Chain of Custody Standard (FSC-STD-40-004)
- FSC Controlled Wood Standard (FSC-STD-40-005)
- Corrective Action & NC Management Guidelines
- FSC Audit & Certification Requirements

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard with accessories

METHODOLOGY(S):

- Lecture
- Group discussions
- Case studies
- Corrective action practical exercises

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 9:45 am	Topic 1: FSC NC Types & Classifications
9:45 am – 10:30 am	Topic 2: Identifying NCs & Audit Expectations
10:30 am – 10:45 am	Morning Tea Break
10:45 am – 11:30 am	Topic 3: Root Cause Analysis & Problem Identification
11:30 am – 12:30 pm	Topic 4: Developing Corrective & Preventive Actions
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 2:30 pm	Topic 5: Documentation, Evidence & CAP Closure
2:30 pm – 3:30 pm	Topic 6: Monitoring CAP Progress & Implementation
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 7: Common Weak CAPs, NC Trends & Best Practices