

# Corrective and Preventive Action

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## Agenda

Time	Subject
8:00 a.m.	Introduction  Overview of Corrective and Preventive Action  <b>Step 1: Define the Problem</b> Activity 1: Define the Problem  <b>Step 2: Isolate and Contain the Symptom</b> Activity 2: Isolate and Contain the Symptom  <b>Step 3: Determine the Root Cause</b> Activity 3: Root Cause Analysis
12:00 noon	Lunch
12:45 p.m.	<b>Step 4: Take Permanent Action</b> Activity 4: Take Permanent Action  <b>Step 5: Verify Effectiveness of Permanent Action</b> Activity 5: Verify Effectiveness of Permanent Action  <b>Step 6: Implement Controls</b>  <b>Step 7: Prevent Recurrence</b>  <b>Preventive Action</b> Activity 6: Preventive Action
5:00 p.m.	Review and Close

***5 minute breaks will occur every 1 – 1 ½ hours***