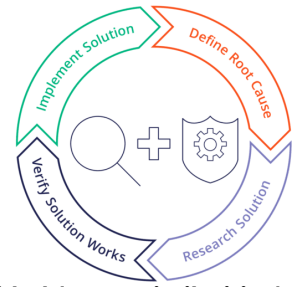




CORRECTIVE ACTION & PREVENTIVE ACTION

📅 July 15-16, 2026 (Wednesday-Thursday) ⌚ 8.45 am – 5.00 pm 📍 FMM Institute, Perak

Quality concerns usually circle around either on issues or opportunities. Working on opportunities carries higher business value as it may reach customers without boundaries. Less constraints are expected. The approaches deployed when working with opportunities are D-IDOV, Design FMEA, Process FMEA, and various other supporting tools.



Working on issues on the other hand has a rather more complex journey. The main divisions here are preventive and corrective. Prevention activities and correction activities are two separate initiatives as they are meant for products or services prior to production and postproduction respectively. **In terms of the steps and tools, however, prevention activities and correction activities are almost undivided (many similarities).** There are many approaches and tools that can be deployed depending on the nature of the issues.

COURSE CONTENTS

About Corrective Action and Preventive Action (CAPA)

- Goal of CAPA
- Approaches and Tools in CAPA
- CAPA in ISO clauses

Working on Operational Issues

- Defining operational issues
- VOC/VOS → VOB
- VOB → Problem Statement → Big Y
- Big Y → Project Y

PDCA for Issues with Predictable Root Cause

- About PDCA
- Plan tasks
- Do tasks
- Check tasks
- Act tasks
- Activities after PDCA

DMAIC for Issues with Unknown Root Cause

- About DMAIC methodology
- Define phase
- Measure phase
- Analyze phase

- Improve phase
- Control phase
- Activities after DMAIC phases

Working on Issues with Contradiction

- About TRIZ methodology
- Developing contradiction statement
- TRIZ contradiction table
- TRIZ 40 principles
- Brainstorming TRIZ recommended solutions
- Activities after TRIZ

Working on Opportunities

- Defining business opportunities
- VOS → VOB
- VOB → Design Statement → Big Y
- Big Y → Project Y

D-IDOV for Design of Six Sigma

- About D-IDOV methodology
- Define phase
- Identify phase
- Design phase
- Optimize phase

- Verify phase
- Activities after D-IDOV

Design FMEA for Product Development

- About D-FMEA
- Design concept
- Block Diagram
- Interface Matrix
- P-Diagram
- Finalize design
- Activities after D-FMEA

Overviewing Process FMEA

- Inputs of P-FMEA
- The processes within P-FMEA
- The outcomes of P-FMEA

Discussion on Next Move

- Benefits of working on operational issues
- Benefits of working on business opportunities
- Harmonizing barriers and enablers to CAPA

OBJECTIVES

Upon completion of this training, participants will acquire the knowledge and application method of all the approaches and tools learnt in classroom. The participants shall be able to: -

- Understand the concepts underline Corrective Action and Preventive Action (CAPA).
- Understand the structure of CAPA in selecting the right approaches and tools when working on issues or opportunities.
- Plan the selection of the right approaches and tools depending on the situation at the operation shopfloor.
- Understand the application method of some CAPA tools as demonstrated in classroom.

WHO SHOULD ATTEND

- Managers, engineers, officers, and technicians from operation offices
- Managers, engineers, officers, and technicians from admin offices
- Process owners, and
- Staff who are looking for the best way of keeping the workplace free from problems (manufacturing or services).

TRAINER

ENCIK AZMAN BIN HUSSAIN received his Bachelor of Science in Electrical Engineering from the University of South Alabama, USA. He had his Six Sigma Black Belt from Sony Corporation, Japan; and his Green Belt from Air Academy, USA. He is now a certified Lean Sigma trainer for Rolls Royce – a giant company that produces aero-plane and marine engines. He also works with General Physics – training and consulting company based in the United States on project basis; where he serves Rolls Royce.

ENCIK AZMAN, a certified trainer register with PSMB, has solid manufacturing experience with Sony and Hicom Diecastings. He had held many challenging posts in manufacturing environment ranging from a Manager of an innovation unit, the Head of a subcon technical improvement team, the Head of Engineering Dept, and Chief Operation Officer. His prowess in innovative problem-solving has saved millions of dollars for his organization every year and made him one of the talented engineer in the organization. Some of Azman's work had been used in Sony Six Sigma training manual used through-out the world. His biggest contribution perhaps was his innovation in PCB pattern design, soldering process, and mounting process. These innovations were responsible for the million dollars saving and had left unchallenged for many years. He had won numerous awards during his service with Sony. Being a training consultant as well as a Lean Sigma practitioner, En Azman has developed training courses on Green Belt, DOE, SPC, MSA, FMEA, and Structured 5S to name a few. He has been teaching and coaching these topics since 2003 in public as well as in house.

~ Registration Form ~

CORRECTIVE ACTION & PREVENTIVE ACTION

FMM Institute
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

Dear Sir / Madam, please register the following participant(s) for the above programme.

1.	Name	Designation	
		HP No	
	NRIC	Email	
2.	Name	Designation	
		HP No	
	NRIC	Email	
3.	Name	Designation	
		HP No	
	NRIC	Email	

(Please attach a separate list if space is insufficient)

We hereby confirmed that (Please tick (✓) in appropriate box):-

- We **will be claiming from HRD Corp** and full payment would made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances
- We will **NOT BE CLAIMING from HRD Corp**. Enclosed cheque/bank draft No _____ for RM _____ being payment for _____ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name:	Designation:		
Company:	Tel:	Fax:	
Address:			
Email:	FMM Membership No		

COURSE DETAILS

Date **July 15-16, 2026 (Wednesday-Thursday)**
Time **8.45am - 5.00pm**
Venue **FMM Institute Perak**
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Medium of Instruction **English**

CPD **14 hours**

Fees **Members RM1,134.00/pax**
 Non-Members RM1,296.00/pax

(Fees inclusive of Service Tax at 8%, Course Materials, Refreshment, Lunch and Certificate of Attendance)

ADMINISTRATIVE DETAILS

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider: **FMM Institute Perak**
- MyCoID : **475427W_PERAK**
- HRD Corp Programme No: **Provided upon confirmation**

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.

REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed as confirmed** unless informed otherwise.
- Will be based on **First-Come-First served** basis.

PAYMENT

- Cheques** made in favour of "**FMM Institute**" should be forwarded to FMM Institute Perak.
- For **HRD Corp Claimable Course**, an **Attendance of 100% is a must**, in any case, **employers will be billed in full**.
- FMM Institute SST Registration No. **W10-1901-32000105**
- FMM Institute TIN No. **C10626805080**

CANCELLATION

Must be in Writing with Reasons ■ 7 days before the course – No payment charged ■ 3 – 6 days before the course – 50% payment charged ■ < 3 days before the course – Full payment charged ■ Participants who did not turn-up will be charged full payment ■ Replacements can be accepted at no additional cost

Register in Groups &
Enjoy More Savings!

- 2-4 participants: 10% discount
- 5-7 participants: 15% discount
- 8-9 participants: 20% discount

Closing Date:
JUNE 24, 2026