

January 23 – 24, 2017  
The Florida Hotel & Conference Center | Orlando, Florida

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**TE-18 | Tuesday, January 24 | 1:00 PM - 5:00 PM | ½ Day PM**

**Course Title: Root Cause Analysis**

**Instructor:** Colin Reitman, American Association of Laboratory Accreditation (A2LA)

**Track:** Managerial

**Type:** Laboratory Management

**Technical Level:**

Beginner – course content is designed for students with no previous experience

**Course Description:**

Root cause analysis is the foundation on which effective corrective and preventative actions are built. This course will give you the tools you need to perform root cause analysis, create clear corrective actions and preventative actions, and implement continual improvements to quality management systems. The emphasis will be on ISO/IEC 17025 requirements, and the course objectives will be achieved through lecture and several in-class activities.

**Instructor Biography:**

Colin Reitman is an Accreditation Officer in the Accreditation Services department of A2LA. Colin has spent nearly 3 years working directly with laboratories as they build their root cause analyses and corrective actions to deficiencies identified in A2LA assessments. Colin's hobbies include brewing beer, wine, and cider.