

Halderstone



Training module

Auditing Improvement Management

Assess whether corrective action addresses nonconformities effectively and whether continual improvement strengthens performance beyond nonconformity response



Do corrective actions resolve nonconformities and does continual improvement strengthen performance beyond formal closure?

Overview

Corrective action and continual improvement are central to how management systems respond to nonconformities and strengthen performance. In practice, organisations often maintain corrective action records that appear complete while causes remain weakly evidenced, actions target symptoms, and recurrence continues. At the same time, continual improvement is often reduced to issue closure instead of being driven by trends, lessons learned, and performance opportunities.

This module develops the capability to audit whether corrective action processes credibly address nonconformities and whether continual improvement is pursued as a broader management discipline. Participants first review how corrective action and continual improvement are expected to function within management systems and then learn how auditors test root cause credibility, evaluate effectiveness verification, and identify whether improvement reflects real organisational learning beyond formal nonconformity response.



Target audience

- Aspiring auditors who want to audit management systems following best practices
- Practising management system auditors who want to strengthen their audit knowledge, judgement, and effectiveness

Is this module for you?

It is a good fit for you if you...

- seek to audit whether corrective actions actually address nonconformities and prevent recurrence.
- want to judge root cause credibility using evidence rather than assertions.
- focus on verifying corrective action effectiveness over time.
- aim to assess whether continual improvement extends beyond nonconformity response.
- expect to strengthen audit conclusions on corrective action effectiveness and broader improvement discipline.

It may be less suitable for you if you...

- prefer to design corrective action systems or root cause methods.
- are looking for problem-solving or improvement facilitation techniques.
- focus primarily on coaching teams to resolve operational issues.
- do not intend to audit corrective action or continual improvement processes.

Learning outcomes

Key outcomes

- Assess whether corrective action processes credibly address nonconformities and prevent recurrence
- Test root cause claims for evidence and causal plausibility
- Judge whether continual improvement is pursued beyond nonconformity response and strengthens performance over time

Additional capabilities

- Detect common failure patterns such as symptom fixes, cosmetic closure, or improvement routines without real change
- Trace corrective actions and improvement priorities from detection through closure and follow-up evidence
- Select meaningful sampling targets when auditing corrective action records, trend signals, and improvement evidence
- Formulate defensible audit conclusions on corrective action effectiveness and continual improvement discipline



Agenda

Foundations of corrective action and continual improvement in management systems

How corrective action responds to nonconformities while continual improvement also strengthens performance beyond formal findings

What effective auditing of corrective action and improvement looks like

How auditors judge whether corrective actions address causes and whether continual improvement is pursued beyond issue closure

Testing completeness of response and improvement coverage

How to evaluate whether nonconformities, trends, lessons learned, and performance opportunities are captured, analysed, and addressed

Building the audit evidence trail

How to trace issues and improvement priorities from detection through analysis, action, learning, and closure using records, observations, and interviews

Detecting response and improvement failure patterns

How auditors recognise symptom fixes, unsupported cause statements, cosmetic closure, and improvement routines that create little real change

Judging effectiveness and organisational learning

How auditors assess whether actions reduce recurrence risk and whether continual improvement reflects systemic learning and performance strengthening

Case-based audit simulation

Applying the learned concepts, methods, and approaches in a realistic case setting

Included materials

Learning materials

- Slide deck
- Participant workbook

Templates & tools

- Audit interview planning tool
- Documented information checklist
- Sampling tool
- Audit analysis worksheets
- Failure pattern library
- Supporting AI prompt set

Confirmation

- Confirmation of participation

Preparation guidance

Assumed background

This module assumes participants can already perform core audit activities and write findings appropriately.

Helpful background includes:

- General understanding of management systems and organisational improvement processes
- Ability to follow audit trails across corrective action records and operational evidence
- Basic familiarity with how organisations manage nonconformities and corrective actions

Preparatory modules

Foundation (depending on background)

Useful if you are new to the underlying concepts

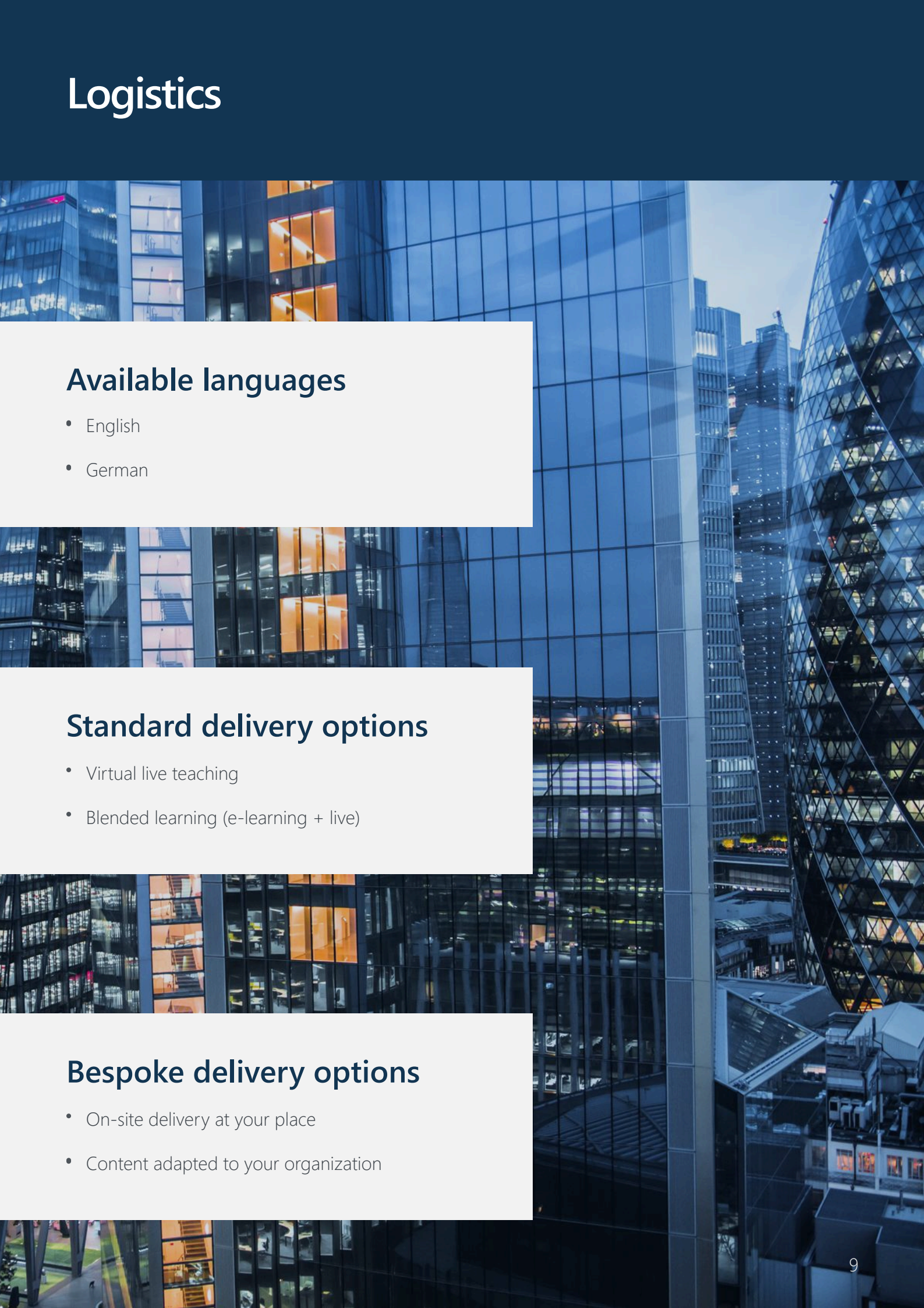
- Audit Principles

Supporting (optional)

Helpful but not required to participate effectively

- Audit Communication & Interviewing
- Audit Reporting & Follow-up

Logistics



Available languages

- English
- German

Standard delivery options

- Virtual live teaching
- Blended learning (e-learning + live)

Bespoke delivery options

- On-site delivery at your place
- Content adapted to your organization



Halderstone

Halderstone by Langer & Co

Zürcherstrasse 2

CH-8852 Altendorf

Switzerland

info@halderstone.com

www.halderstone.com