



PIHAK BERKUASA PERANTI PERUBATAN  
KEMENTERIAN KESIHATAN MALAYSIA



MDA CORE  
CENTRE OF EXCELLENCE

# Fix your incident. Find the REAL root cause

## From Incident to Solution: Hands-on RCA & CAPA Training

11 JUNE 2026  
(Thursday)

8:30 am - 4:30 pm  
Putrajaya/Cyberjaya (TBC)

Most RCA fails because it only treats symptoms — not the real root cause. This hands-on training equips you with practical tools to investigate incidents, identify true root causes, and implement CAPA that actually works in real regulatory environments. Walk away with skills you can immediately apply to improve compliance, reduce recurrence, and strengthen patient safety.

### What you will master:

- ✓ Identify the real root cause (not guesswork)
- ✓ Prevent incidents from recurring
- ✓ Develop effective, practical CAPA
- ✓ Understand exactly what regulators are looking for.

### Who Should Attend:

- ✓ Medical Device Manufacturers
- ✓ Authorized Representatives
- ✓ Distributors
- ✓ Regulatory Affairs
- ✓ Quality & Safety Officers
- ✓ Conformity Assessment Bodies
- ✓ Quality & Compliance Professionals

### Early Registration Recommended



### TRAINING FEE: RM 1000/ PARTICIPANT

(Fee Included: Comprehensive Training, E-certificate, Training materials and Meals)

Upon submission of your registration, an invoice for payment, along

with the payment method details, will be issued within 2-3

working days. This program is claimable under the SBL Scheme.

Please refer here for the [SBL Scheme terms and conditions](#)



## WHY THIS TRAINING?

- ✓ Regulator-aligned approach
- ✓ Practical, real-world application
- ✓ Stronger compliance & patient safety

## TRAINING AGENDA

Time	Session
08.30 AM – 09.00 AM	Registration and Opening
09.00 AM – 10:30AM	Module 1: Incident Investigation Process
10.30 AM – 10.45 AM	Morning Break
10.45 AM – 01.00 PM	Module 2: Root Cause Analysis (RCA)
01.00 PM – 02.30 PM	Lunch Break
02:30 PM – 03:30 PM	Module 3: Corrective & Preventive Action (CAPA)
03:30 PM – 03:40 PM	Tea Break
03:40 PM – 04:30 PM	Module 4: CAPA Effectiveness & Regulatory Expectation
04:30 PM	End of session

**\*\* This training Outline is Subject to Change**