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A photograph of two men in a warehouse. They are both wearing yellow hard hats and light blue button-down shirts. The man on the left is holding a yellow clipboard, and the man on the right is holding a tablet. They are standing in an aisle between tall metal shelving units filled with cardboard boxes. The floor is polished concrete, and the lighting is bright. In the bottom right corner, there is an orange curved graphic element with the text 'BRCS' in white.

Session objectives

By the end of this webinar, you should be able to:

1. Build a closure that an auditor can follow end-to-end
2. Define clear scope boundaries for the nonconformance
3. Prove effectiveness with defined verification checks

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Introducing speakers



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About AUS-QUAL Services and Solutions

The screenshot displays the AUS-MEAT and AUS-QUAL website. The header includes the company logos and navigation links: HOME, SERVICES, TRAINING, SHOP, MEMBERS, LINKS & TOOLS, ABOUT US, and CAREERS. A 'Login | Register' link is also present. The main content area features a banner for the 'Handbook of Australian Meat App' with download links for Google Play and the App Store. Below this, a text block describes the company's role in agribusiness auditing, certification, and training services, supporting over 70 different programs. It mentions that the business has been a key component in the growth and success of the Australian red meat industry and now leads in services to the broader agricultural industry, including horticulture, poultry & eggs, food safety, animal welfare, and social & ethical compliance. A 'Training' section highlights that their RTO accredited training courses are always heavily subscribed and encourages users to check the 'Current Courses' page. On the right, a 'Services & Programs Menu' lists various categories with expandable arrows: Livestock, Meat, Co-Products, Horticulture, Social Compliance, Poultry and Eggs, Pet Food, and Other. A note at the bottom of the menu states: 'If you can't find the service that you are looking for please contact AUS-MEAT'.

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What does 'good closure' actually look like?

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Defining proper closure



What people think

A simple checkbox and training certificate attachment.



What auditors expect

A documented evidence trail and verified systemic checks.

⚠ Shallow RCA ⚠ Mismatched Actions ⚠ Weak Containment ⚠ Assumed Effectiveness

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Part 1: Start with the NC Statement



Requirement

What should happen
(standard/procedure
/customer)

VS



Condition

What actually
happened in reality

Scope Boundaries

Line

Product

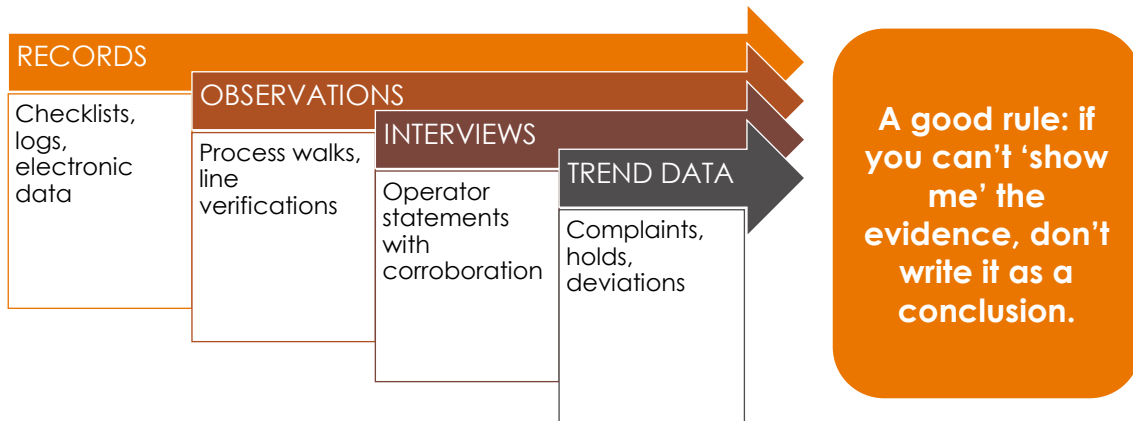
Shift

Date Range

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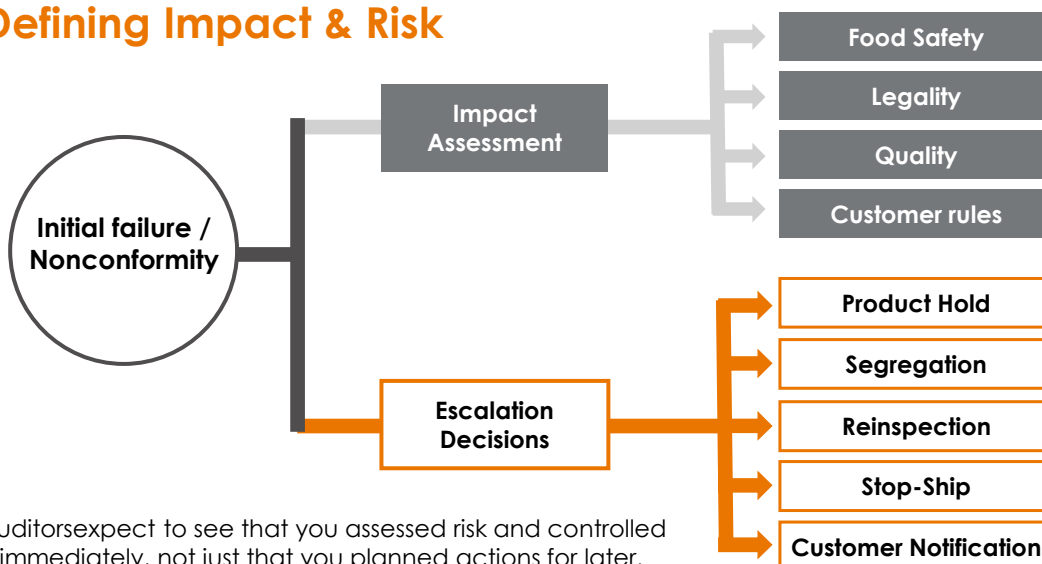
The Evidence Pack



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Defining Impact & Risk



Auditors expect to see that you assessed risk and controlled it immediately, not just that you planned actions for later.

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Containment vs Correction

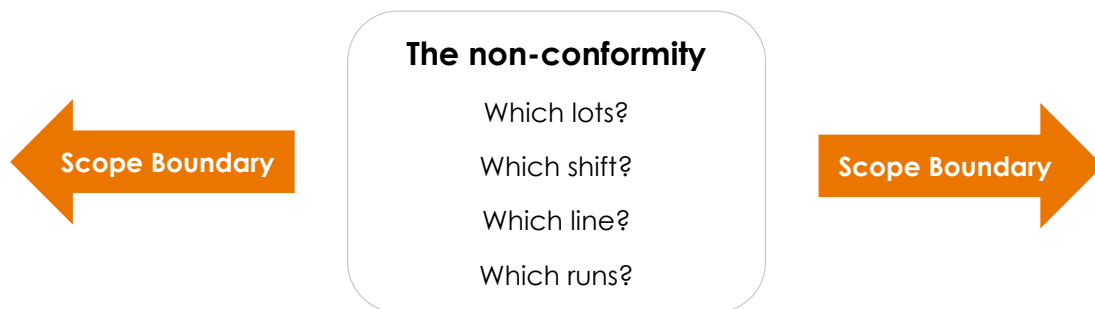
Containment	Correction
Goal: Protect product and consumer	Goal: Fix the specific instance
Timing: Immediate, before system fixes	Timing: Follows containment
Examples: Quarantine, line stops, holds, traceability scope checks	Examples: Rework, relabel, reclean, recheck
Focus: Securing the perimeter	Focus: Restoring the immediate failure

Containment demonstrates control of risk before you claim you've fixed the system

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Defining Containment Scope



Weak containment is one of the fastest ways to lose credibility in an audit—because it suggests the business didn't control risk promptly

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Legitimate Correction

AVOID: The 'Paper Fix'



Fixing paperwork without proof the physical activity occurred

Note: Auditors treat paper fixes as an escalation of the problem.

1. State explicitly what was corrected

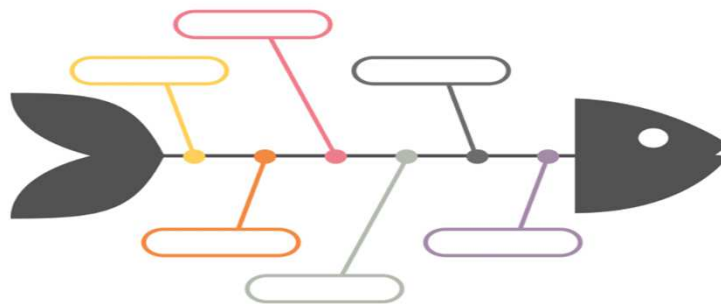
2. Provide physical evidence it was corrected properly

3. Document the resulting product decisions

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Part 3: Evidence-Based RCA

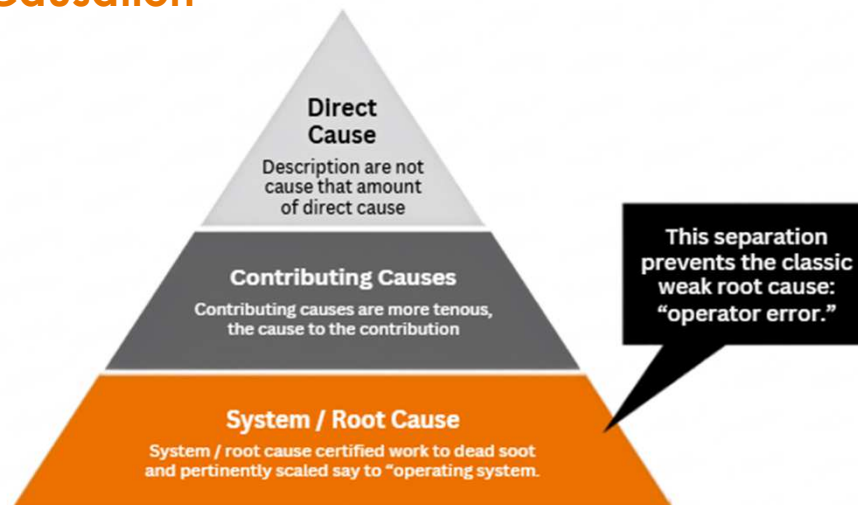


The goal is not to find someone to blame—it's to identify the system cause that allowed the failure. Regardless of method every 'why' must be supported by evidence.

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Layers of Causation



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Validate Claim with Proof



- Validate claims by finding patterns across shifts, lines, products, and time.
- Check deviation trends, maintenance logs and staffing.
- Corroborate via process walks.

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Auditor-Friendly Phrasing

"We believe the root cause is [insert cause] because evidence shows [insert evidence] ."

Auditor-friendly template

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Root Cause → Action Mapping

Root Cause Type		Action Type
Process Design	→	Redesign controls / Error-proof the step
Capability	→	Competency Verification
Resourcing	→	Workload leveling / Staffing / Coverage Plan
Management System	→	Strengthen document control / Internal audit focus

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Audit-Proof Actions



Owner: Single point of accountability



Due Date: Hard deadline for system update



Required Evidence: Explicit proof of execution



Success Criteria: Define exactly what 'fixed' looks like in measurable terms

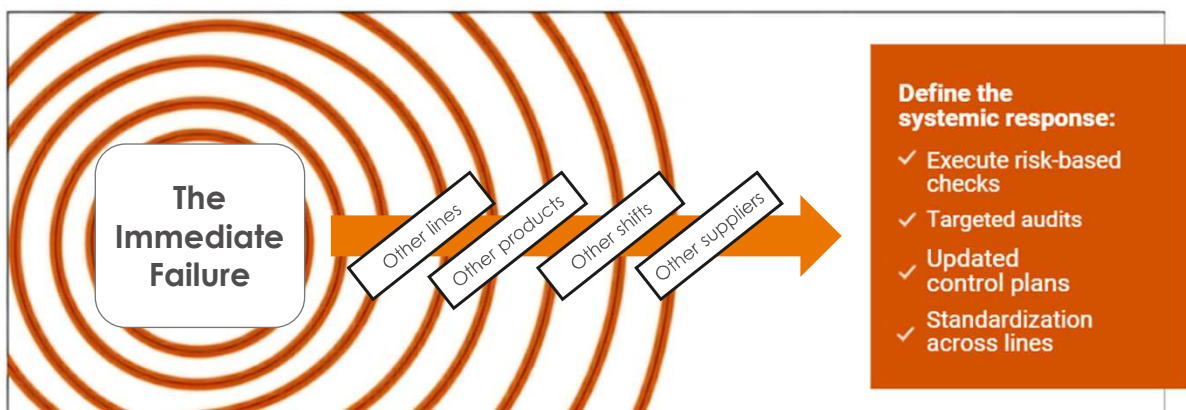


Document Updates: Linking the action to controlled documents (SOPs, monitoring forms, Verifications schedules)

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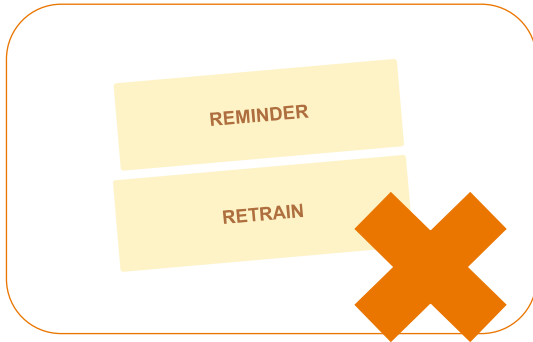
Where else could this happen?



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Pitfall: Retrain/Remind-Only



Strong CAPSs change the system so the error is harder to make and easier to detect.

Training supports controls – it doesn't replace them

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Part 5: Effectiveness Checks



Observation: On-shift observation of the specific control step that failed.



Record Review: Auditing paperwork over a defined period to ensure sustained compliance.



KPI Trends: Tracking leading indicators like deviation rates, label holds, or verification failures.

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Closure = Risk reduced and verified

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The Close-out Package



Build a clean close-out package

- 1 NC + Evidence Pack
- 2 Containment / Disposition
- 3 RCA + Proof Points
- 4 Action Plan + Doc Updates
- 5 Effectiveness Results

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Key takeaways

1	Containment protects product; RCA fixes the system.
2	Root cause must be evidence-based and system-focused.
3	Effectiveness checks are the proof of closure.

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Got a question?



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Root Cause Training



Classroom Learning

Root Cause Analysis

Standard:	Product Safety Management
Formats Available:	Classroom, Virtual Course
Duration:	1 day

[Download programme](#)

Virtual and in-person classroom learning

Putting you at the forefront of today's standards.

The BRCGS Academy has been delivering classroom training courses focused on the BRCGS Global Standards for over twenty years. We have an experienced expert team dedicated to creating and delivering interactive courses that enable you to consolidate and apply your learning, whether you attend in person or virtually.

Our classroom courses provide an in-depth understanding of the requirements of our global standards including hazard and risk management, product safety management and culture. Our training goes beyond the theory, giving you valuable real-world insights through the use of case studies and scenarios. We provide high-quality, consistent training and development at every level of your organisation, anywhere in the world.

- Network with peers and share ideas with others in a similar position
- Learn from the experts and active practitioners in the sector
- Gain practical and real-life insight into the standards to help you maintain compliance
- Enjoy the same content and interactive delivery whether you join our classroom in person or virtually

Our courses are delivered globally and through our approved partner network, which operates across 47 countries, you will find training options available for most regions, languages and locations.

Start learning today

Easy online to secure your next course.

[Book Now](#)

Course

See a full list of classroom training options available.

[Download](#)

This one-day course will provide delegates with a thorough understanding of root cause analysis (RCA) to know its importance and be able to perform it competently. This is especially helpful when implementing some of the requirements in the BRCGS Standards.

This course is part of the **BRCGS Professional recognition programme**.

At the end of the course, you will:

- Be able to define root cause analysis
- Understand the difference between symptoms and root cause analysis (RCA)
- Understand the role and importance of RCA in compliance with the BRCGS Standards
- Have explored some common methods for undertaking RCA
- Be able to perform RCA and document it effectively

Aimed at

- Retailers
- Consultants
- Technical Managers and personnel
- Quality Managers and personnel
- Auditors
- Manufacturers

✓ Industry recognised

✓ BRCGS professional recognition programme

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Save the date



Wednesday 29th July 2026

9.00am – 12.30pm

**BRCGS Live Event
Port Melbourne**

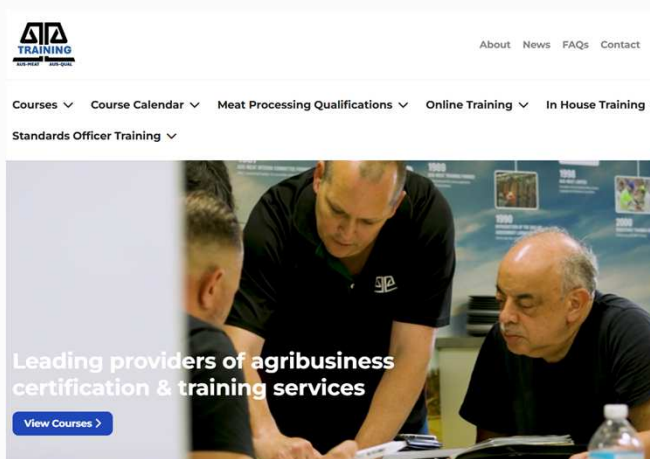
[REGISTER HERE](#)

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BRCGS contact details

Our Standards

- Agents and Brokers
- Consumer Products
- Ethical Trade and Responsible Sourcing
- Food Safety
- Gluten Free Certification
- Packaging Materials
- Plan-Based Certification
- Retail
- START Food Safety
- Storage and Distribution

Digital Solutions

- Directory Pro
- Food Safety Culture Excellence

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What does BRCGS Professional mean for you?



Individual

- My product safety management skills are globally recognised.
- My personal achievement can be easily demonstrated and verified.
- I am part of one of the largest product safety communities in the world with over 13,000 members.



Companies

- We can show our customers evidence of our commitment to product safety.
- It helps us to protect our brand.
- Our investment in staff training puts us ahead of our competitors.



Customers

- We can be assured we are working with the best suppliers.
- We can market our proactive approach to product safety to consumers.

BRCGS Professional is a learning programme which will give you international recognition for the key skills and knowledge essential for product safety management.

BRCGS
PROFESSIONAL



Why become a BRCGS Professional?

As a BRCGS Professional you will be well-equipped to manage any Standard in your business – including those recognised by the Global Food Safety Initiative (GFSI) – and able to implement or manage product safety systems.

BRCGS is respected for quality and brand protection assurance, and is the leading provider of GFSI recognised Standards globally.

This training programme has been designed by the BRCGS Technical team in response to demands from industry for training on the skills necessary to implement effective product safety management.

Gaining certification as a BRCGS Professional will:

- enhance your understanding of product safety management;
- enable you to apply skills to reduce risks associated with product safety;
- enable you to contribute as part of the brand protection team your company needs; and
- raise your status as a valuable employee.



What courses are included in the programme?

You must complete and pass ONE of the following courses relevant to a BRCGS:

- Sites training (2 days) OR
- Auditor training (3 days) OR
- Lead auditor (5 days) OR
- Conversion course to the current issue of the Standard.

PLUS ONE of the following from the BRCGS Academy or other training provider:

- HACCP course (2 days)
- Effective Hazard and Risk Analysis course (2 days)
- HARPC course (2 days)
- FSPCA PCQI/FSMA course (2.5 days)

PLUS THREE of the following BRCGS Academy courses:

- Risk assessment (1 day)
- Root cause analysis (1 day)
- Validation and verification (1 day)
- Internal auditor (2 days)
- Vulnerability Assessment for Food Fraud (one day)

All courses completed must be classroom-based.

On completion of the required courses, you will be awarded with a BRCGS Professional certificate and an electronic open badge for use on emails and LinkedIn.



Who is it for?

All technical and product safety personnel who are employed at a BRCGS certificated site.

If you're unsure if you're employed at a certificated site, please contact us and we can help you.

The courses are subject-specific, train the core skills needed for any product safety individual, and will also help with maintaining any GFSI-recognised certification scheme.



Where are the courses run?

Courses are run by the BRCGS Academy and via the BRCGS Approved Training Partners (ATPs) global network. They can be attended either virtually or in face to face classroom environments. All courses and ATPs are listed at www.brcgs.com/training

When registering for your course, it is essential to ensure your trainer is a BRCGS ATP, as only BRCGS Academy courses will be accepted for this programme (with the exception of HACCP, HARA, HARPC, and FSPCA PCQI/FSMA courses).



What is included in my membership?

Membership of the programme includes access to our learning management system BRCGS Educate where you can register for, and keep track of, your chosen courses, and access certificates of any completed courses.

Upon completion of the BRCGS Professional programme, you will gain verifiable BRCGS Professional credentials through our external badging platform Diplomasafe, as well as access a listing on the BRCGS Professional Directory. Other exclusive benefits include webinars, BRCGS Professional Microlearning, a regular BRCGS Professional newsletter, and discounts on BRCGS Academy training and BRCGS events.

Please note that course fees are additional and will vary depending on your provider.



How long does it take?

The total programme would take 8–9 days to complete, however courses can be completed in any order, and at times and dates to suit over the course of the year.



How do I join the programme?

Email the BRCGS Academy team at brcgs.professional@lgcgroup.com to enrol today.

Exclusive Benefits for BRCGS Professionals

BRCGS 
PROFESSIONAL

The BRCGS Professional scheme is a global learning and development that teaches you to implement, maintain and embed BRCGS Standards. Upon graduation, you have access to a number of exclusive benefits to help you remain at the forefront of the industry.



VERIFIABLE CREDENTIALS

You will be issued a BRCGS Professional certificate that is verifiable via a QR code and URL, along with a badge that can be downloaded and used on your social media, or email signature.



MICROLEARNING ACCESS

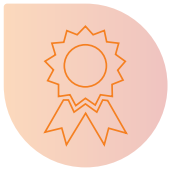
You can learn on the go with your FREE access to the BRCGS Microlearning app. Full of bite-sized courses, you can choose from a wide range of topics related to technical and soft skills that can be watched on a desktop or your mobile device.



GLOBAL COMMUNITY FOR PROFESSIONAL NETWORKING

Being part of our ever-growing network of worldwide BRCGS Professionals, you will be invited to join our BRCGS Professional networking events. These events are a great opportunity to meet likeminded individuals from different companies across the industry, to both widen your professional network and expand your knowledge.

“Stay up to date with the industry and ensure your professional development continues after graduation”.



ELIGIBILITY FOR 'PROFESSIONAL OF THE YEAR' AWARD

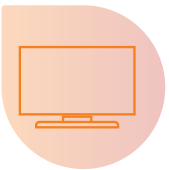
You can nominate either yourself or a BRCGS Professional colleague for the 'Professional of the Year' award at both BRCGS Connect Europe and BRCGS Connect Americas.



OPPORTUNITY TO SHOWCASE ACHIEVEMENT

The BRCGS Professional Directory showcases all graduated BRCGS Professionals to celebrate your success. It also provides a further point of verification of your credentials for greater assurance, and increases visibility of graduated professionals for further opportunities to grow your professional network.

Upon graduating, you will be offered the opportunity to publish a Success Story about your experience of becoming a BRCGS Professional. This will be showcased on the BRCGS website and across our social media.



ACCESS TO EXCLUSIVE CONTENT SUCH AS WEBINARS, NEWSLETTERS

Every quarter you will be sent a quarterly newsletter containing all the latest and relevant news, along with exclusive webinars hosted by range of subject specialists.



DISCOUNTS ON EVENTS AND TRAINING

You're eligible to receive discounts on BRCGS courses and events, with up to 20% off of event tickets.

You will also receive a 20% off annual membership from the Ontario Food Protection Association (OFPA). The OFPA is proudly affiliated with the International Association of Food Protection (IAFP) and their mission is to "represent industry, government and academia by bringing professionals together in a forum to promote, educate and communicate innovation in food safety." Some of the benefits include access to events, awards, and scholarship opportunities.

**For further questions,
please email:**

brcgs.professional@lgcgroup.com



BRCGS Express Event - Melbourne Australia

BRCGS Express is a short, high-impact, in-person event designed for quality assurance and technical professionals across food, packaging, storage and distribution and consumer product manufacturing. It brings together practical, audit-ready insights on implementing and maintaining GFSI-recognised programme requirements, focusing on what “good” looks like on site, what auditors commonly look for, and how to build systems that hold up every day.

The event features concise expert talks, real-world examples, and actionable takeaways attendees can apply immediately to strengthen compliance, reduce nonconformances, and improve verification, risk management, and continual improvement.

- **Date:** Wednesday 29th July 2026
- **Time:** 9.00am – 12.30pm
- **Location:** Port Melbourne, Victoria, Australia

The event will be hosted in Port Melbourne, within easy reach of central Melbourne. For added convenience, a complimentary shuttle service will operate between the Melbourne Convention and Exhibition Centre and the Port Melbourne venue, making travel to and from the event seamless.

This event is hosted by Mettler Toledo in partnership with BRCGS and Intertek SAI Global.

Cost: This is a **FREE** event.

Numbers are limited.



> REGISTER TO SECURE YOUR SPOT AT THE EVENT

Topic	Speaker
Communicating risk to a multicultural workforce	Tim Wilson, General Manager Product Compliance and Sustainability at Flavour Makers
Beyond the Scheduled: Building a Culture of Permanent Readiness	Brendan Agatyn, Food Safety and Quality Assurance Manager at Turosi
Test to Protect: Getting Inspection Device Challenges Right	Shaun Knowles, Product Inspection Business Manager at Mettler Toledo
BRCGS What's New (ANZ)	Amanda Evans-Lara, BRCGS Representative Australia & New Zealand
Top NCs: What Auditors Flag Most	Steve Dunn , Technical Manager - Food at Intertek SAI Global