



INSTITUTE OF
HEALTHCARE QUALITY

Failure Modes, Effects and Analysis Masterclass Workshop

Duration:

1.5 Days (16 hours)

Day 1 : 8:30am – 5:30pm

Day 2 : 8:30am – 1:00pm

Course Fee:

\$700 per pax for NHG Staff

\$850 per pax for Non-NHG Staff

(Fee is subject to 7% GST)

Please register:

HQ/NHGD Staff: iHR – LMS to submit a course booking Site L&D will assist upon approval

NHG Staff: Respective Institution HRD

Non-NHG Staff: email to ihq@nhg.com.sg



Failure Modes, Effects and Analysis (FMEA) Masterclass is specially designed for participants who want to achieve proficiency in conducting and facilitating the FMEA process. Participants will develop an in-depth knowledge of the steps in the FMEA process and critical analysis skills which will help them learn how to design and evaluate effective controls to mitigate potential failures and avoid common pitfalls.

Programme Objectives:

- Have an in-depth understanding of key FMEA process steps
- Structure an appreciative inquiry process for analysis
- Recognise and identify causal patterns
- Appreciate and differentiate between latent and active failures
- Apply criticality analysis in FMEA to prioritise the identified risks effectively
- Understand and manage control measures
- Organise and facilitate the FMEA team
- Critique and manage the FMEA process
- Apply appropriate strategies to address common pitfalls and problems encountered

Pre-Course Requirements:

Participants must fulfilled BOTH of the following pre-requisites:

- 1) Completed basic FMEA training (FMEA workshop by Institute of Healthcare Quality (IHQ), NHG or equivalent) AND
- 2) Facilitated/Led/Participated in at least one actual FMEA project.

Target Audience:

- Senior Clinicians, Quality Managers, Healthcare Administrators and Operations, and Nurse Managers who have been participating in and / or facilitating FMEA
- Heads of Departments, Clinical Process owners who have been directing or leading FMEA
- Risk Managers and Institution / Department Risk Leads who are involved in conducting and / or facilitating FMEA

