



# Root Cause Analysis & Corrective Action to Improve the Credit Department

This Webinar will explore the management concept of “root cause analysis” and “corrective action” in order to improve the effectiveness of the credit department.

## A WEBINAR

Wednesday

**JUNE 24, 2015**

**TIME:** 9:00-10:00 AM CT

### ATTENDANCE FEE:

\$65 members

\$79 all others

At the low cost of one registration (one fee per each phone/Internet connection), as many people as you wish in your office can attend the Webinar.

### CONFIRMATION:

Will be sent to all registered attendees with easy-to-follow instructions to access the program on your PC and phone! Contact the Association if you do not receive an email confirmation and handouts in advance of the Webinar.

For more Information and to register, contact:

**THE BUSINESS CREDIT  
MANAGEMENT ASSOCIATION**

Wisconsin Credit Association  
PO Box 510157

New Berlin WI 53151

Phone: 262.827.2880

Fax: 262.827.2899

<http://www.wacredit.org>

### Main Topics:

- The “root cause analysis” section will explore the method that is used to address a “system” or operational problem within the credit department, in order to get to the “root cause” of the problem. As part of this process, the credit function is broken down into steps or segments of the credit process.
- Identifying the root cause of the problem
- This will be followed by the use of the “corrective action request” (CAR) form in order to correct or eliminate the “cause” and prevent the problem from recurring in the future.
- The use of the root cause and corrective action model within the credit department will be illustrated through three mini-case studies.



**DAVID OSBURN**, is an Adjunct Professor for Regis University and has taught college for 25+ years; covering Finance, Accounting, Economics, Marketing, Banking, Business Law, & Management. David is the founder and managing member of David L. Osburn & Associates LLC, a Las Vegas-based business training and contract CFO firm that provides training for various groups. David looks forward to you joining this informative Webinar session.

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### WEBINAR REGISTRATION

“Root Cause Analysis & Corrective Action” | Wednesday, June 24, 2015 | 9:00—10:00 AM CT

NAME \_\_\_\_\_ EMAIL ADDRESS \_\_\_\_\_

COMPANY \_\_\_\_\_

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Method of Payment (Non members are asked to prepay):

\_\_\_ Invoice my Company \$ \_\_\_\_\_ (BCMA & WCA Members Only)

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\_\_\_ Credit Card (Please contact BCMA/WCA at 262.827.2880)

A credit or refund will only be given for cancellations received 5 days prior to the session. Please send your reservation to the Association office listed on this announcement or call 262.827.2880 to register or with questions.