SQT TRAINING THAT DEVELOPS *REAL* CAPABILITY











Technical Writing Skills for Deviations and Investigations

LS043

Technical Writing Skills for Deviations and Investigations

Good quality investigation and deviation reports are essential for ensuring corrective actions are effective and that products remain safe and compliant. However, technical personnel often struggle to meet these challenges due to inadequate writing skills.

This highly practical course, delivered by expert tutors, equips learners with the skills and confidence to produce professional deviation and investigation reports that are compliant, accurate, well-structured and easy to understand. Delivered by expert tutors, the programme introduces a proven step-by-step approach to technical writing, supported by practical exercises and examples, which ensures that reports are concise, consistent and easily understood.

We can tailor the training to meet your specific training needs and incorporate examples from your processes and procedures into the training programme as required.

Duration & Price

Duration: 2 days
Delivery mode: This programme is available In-Company

Dates & Locations

In-Company training programmes are customised for your organisations specific needs. Most In-Company training is now delivered virtually.

In-Company Training

Please contact us for more information on our In-Company training options

What's covered?

This training programme uses a structured six-step approach to creating high-quality professional deviation and investigation reports. It combines expert input with interactive writing exercises to help learners build confidence and improve their practical skills.

Key modules include:

- **Writing for the Audience:** Communicating with clarity, using the Outside-In approach, adapting to the auditor's perspective and making effective word choices
- **Writing Problem Statements:** Structuring issues using the What, Where, When, Who and How approach, with risk communication and containment actions
- **Defining the Root Cause:** Using Root Cause Analysis (RCA) tools such as Fishbone and 5 Whys to document and rationalise root cause findings
- **Identifying Verifiable Corrective Actions:** Ensuring corrective actions address root causes (not symptoms), are implementable and can be measured for effectiveness
- **Applying Learning to Other Documents:** Extending skills to procedures, memos, change controls and work instructions

The training involves practical exercises covering all the above topics, with learners encouraged to work on examples from their own workplace. If required, content may be tailored to reflect your organisation's specific processes, risk profile and regulatory setting.

At the end of the course, learners create a prioritised list of key takeaways and commit to applying these principles when writing deviation and investigation reports.

Who should participate?

The training is particularly beneficial for:

- Technical personnel in production and laboratory environments
- Quality and compliance staff
- Auditors and those preparing for inspections

A good standard of written and spoken English is important to engage effectively with this programme.

What will I learn?

On successful completion of the training programme, learners will be able to:

- Analyse the audience to ensure that reports contain meaningful information
- Write clear and measurable problem statements
- Document actionable and evidence-based root causes
- Present logical, structured investigation reports
- Record verifiable corrective actions and containment activities
- Identify and structure a clear message for each paragraph
- Apply the learning to other technical documents, such as procedures, memos and change controls
- Edit and proofread with confidence to achieve document accuracy
- Apply practical techniques to reduce errors and improve formatting
- Produce professional, high-quality reports that engage the reader

These outcomes ensure that learners return to the workplace with the practical skills and knowledge necessary to create reports that are concise, accurate and audit-ready.

How do we train and support you?

- Practical, highly interactive, discussion-based training, with flexibility to meet specific organisational needs
- Pre-training consultation for in-company courses to tailor content to organisational needs
- Emphasis on industry specific application through practical exercises, case studies and group activities that reinforce key concepts and encourage active participation
- Access to comprehensive course material that is regularly reviewed and updated to reflect the latest industry standards and guidance.
- Live training is available virtually or delivered on site to suit the needs of the team
- Real-time support from expert tutors

Class sizes are limited to 12 participants to support personalised learning and individual support.

How can you progress?

Learners who complete this course often continue to deepen their skills in:

- Mastering CAPA in the Medical Device Industry
- Mastering CAPA in the Pharmaceutical Industry
- Medical Device Risk Management and ISO 14971:2019
- Pharmaceutical Quality Risk Management and ICH Q9
- MDSAP Internal Quality Auditor

Tutors



Ita Lafferty
View Profile



John Lafferty
View Profile

What Our Learners Say

We believe in excellence through transparency and continuous improvement. That's why we invite all our delegates to share their experiences on CourseCheck.com, an independent platform dedicated to genuine, unfiltered feedback. Learner insights help us not only to enhance our training programmes but also empower potential learners to make informed decisions. Click on the link below to read firsthand experiences and testimonials from past learners.



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SQT TRAINING THAT DEVELOPS *REAL* CAPABILITY

SQT provide a unique combination of high quality, accredited, practical training delivered by leading industry experts and supported by the most up to date learning technology and tools

LEAN SIX SIGMA, PROCESS & PROJECT MANAGEMENT

- Lean Six Sigma
- Join our Lean Six Sigma Network
- Continual Process Improvement
- Project & Programme Management

COMPLIANCE, STANDARDS & AUDITING

- Quality
- Environment & Energy Management
- Health & Safety
- Food Safety
- Life Sciences
- Laboratory
- Integrated Management Systems

LEADERSHIP & PERSONAL DEVELOPMENT

- Leadership & Personal Development
- Train the Trainer

QQI AWARD | IEMA APPROVED | CompEx Part of the JTL Group | FSPCA FOOD SAFETY PREVENTIVE CONTROLS ALLIANCE | CQI IRCA APPROVED TRAINING PARTNER | Chartered Institute of Environmental Health

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