

# Slidecast: Learning from Mistakes - part I

## Certificate of attendance

### **Dusan Vlajkovac**

completed the above-mentioned web-based training (WBT) on Oct 31, 2019 (0.75 hours).

The course included the following focus areas:

- Definition of Non-Conformance Costs (NCC) and impact on business
- Understanding NCC as starting point for quality improvements
- Overview about NCC processing and the quality control cycle
- Identification and prevention of NCC based on interactive case examples
- Understanding of the continuous improvement process and own contribution

Munich, Oct 31, 2019

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