

Root Cause Analysis (1-day)

This is an intensive one-day training workshop programme which covers the Root Cause Analysis methodology and practical team based tools to facilitate its effective execution in the organisation. Detailed delegate materials will be provided and reinforced by a number of interactive team based exercises to bring the concepts to life.

Who is the course for?

This training is suitable for managers, process owners and anyone who has responsibility for process performance. In addition to being able to undertake sufficient and effective analysis, this training will equip people with a complete framework that considers the context and situation the analysis is being applied to. In turn this supports successful execution and being able to maintain any actions that have taken place as a result.

How can I take this course?

This course is delivered through our open programme as an intense 1-day session or in-house as a 1-day or 1.5-day session. The additional half day permits additional and extended exercises, and also allows delegates to reflect overnight and question/challenge/discuss in the morning of the second day.

Root Cause Analysis Course Content

- **Define the problem**
Creating a compelling Problem Statement and developing a SIPOC diagram view of the situation
- **Current situation**
Process mapping tools for visualising the steps of the process in which the incident took place: including Spaghetti Diagrams (physical activities) and Communications circle (virtual/interaction activities)
- **Possible causes**
Quantitative root cause identification tools: Is/Is Not, Fishbone and 5-whys, Inter-relationship diagram
- **How do we prove it?**
Collecting and presenting data to support the analysis: Data collection planning and Pareto & Histogram graphics
- **So what do we do now?**
Identifying and prioritising solutions: Brainstorming, four prioritisation tools, Failure Modes and Effects Analysis, Mistake Proofing
- **Holding the gain**
The use of Visual Management to assist in the deployment, assessment and management of solutions and other controls in the operating environment.

Supporting Materials

To reinforce and support those attending the training we will supply a wiro-bound copy of all the slides and exercises, along with any templates that are used during the session.

