Root Cause Analysis (RCA)

2 days course

Introduction:

The Aims of the course are to give delegates an overview of what we mean by Root Cause Analysis, know the steps used to identify the root cause of problems and looks at some of the more popular methods of conducting Root Cause Analysis with some worked examples.

Learning outcome:

From this two days, trainees should be able to:
- Understand what we mean by Root Cause Analysis
- Know the typical steps used to identify the Root Cause of problems
- Learn some of the most popular methods of conducting Root Cause Analysis

Assessment criteria:
Continuous questioning and prompt for participation.

Who should attend:
This course is aimed at Quality Staff and other staff in the organisation who would be required to understand Corrective / Preventative actions and as such would need to be able to conduct a Root Cause Analysis.

Methodology:
Interactive lectures and workshops to ensure maximum participation.

Course outline:

Day 1

- Introduction to RCA

        - The Problem

        - The Impact

        - Approaches to Root Cause Analysis

        - Existing Problem Solving Models

- Activity: Group sharing of problems at workplace and application of RCA

- Multiple Causes and Types of Action
    - Initial Problem Response
    - The Diagnosis
    - Actions to Prevent Future Problems
    - The Need for Filters
- Activity: Video show on RCA followed by critical review by trainees

Day 2
- The Ten Steps to Problem Solving
    - Step 1: Define the Problem
    - Step 2: Understand the Process
    - Step 3: Identify Possible Causes
    - Step 4: Collect Data
    - Step 5: Analyze the Data
    - Step 6: Identify Possible Solutions
    - Step 7: Select Solutions to Be Implemented
    - Step 8: Implement the Solutions
    - Step 9: Evaluate the Effects
    - Step 10: Institutionalize the Change
- Activity: Group exercise on application of these steps
- Organizational Issues
    - Cognitive Biases
    - Resistance to Change
    - Organizational Culture
    - Project Ownership
    - Coaching/Facilitation Skills
- Quiz