



# ROOT CAUSE ANALYSIS

## Course Outline

### Course overview and duration

Root Cause Analysis (RCA) is a method of solving problems by identifying and correcting the fundamental causes, rather than by merely focusing on problem symptoms. By concentrating on the root issues, the likelihood of future recurrences may be reduced or eliminated completely. Because total recurrence prevention is not always possible through a single intervention, RCA needs to be perceived and implemented as a process of continuous improvement. Training in RCA entails learning how to successfully apply a variety of management tools and measurements. Delegates are trained to utilise these tools to identify the keys to issues and take relevant measures to ensure that the problem does not reoccur.

Although the practice of RCA generally starts from a reactive position – in which problems are analysed after they have occurred – the long-term aim is to develop individuals' skill and expertise of RCA methodology to the level at which they can proactively identify and resolve problems before they happen.

### Who will benefit from this course?

This two-day course is suitable for people from all kinds of professional background. RCA training is particularly relevant for anyone working in an operational environment, or in jobs in which processes and procedures form a major part of the work. It is appropriate for a broad spectrum of personnel; from operatives to middle/senior managers and directors.

### What you will learn:

- Basic principles of Root Cause Analysis.
- Pareto Principle and Stratification.
- How to define the problem.
- Fishbone analysis model.
- The five 'Whys'.
- Implementing solutions:
  - Reactive to Proactive
  - MoSCoW
  - Impact/Ease grid
  - Cost/Benefit grid
- Action Planning Format.
- Review of Learning.

All delegates will leave the training with a personalised action plan.

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