

ROOT CAUSE ANALYSIS (RCA) TRAINING



INTRODUCTION

- ◆ Learn how to investigate and solve your problems, so that you leave them behind for good.
- ◆ The natural tendency of many individuals and organizations when presented with a problem is to hastily come to a solution – any solution. They do not systematically analyze the problem to determine a root cause before considering potential solutions.
- ◆ Root Cause Analysis (RCA) is a class of problem solving methods aimed at identifying the root causes of problems or events.
- ◆ The course will cover Logical and Root Cause Analysis tools that can be applied to identify potential root causes, which will then be verified.

Duration = 2 Days

COURSE CONTENT / CURRICULUM

MODULE 1: Introduction of RCA

- ◆ Introduction to RCA
- ◆ Cost of Poor Quality (COPQ)
- ◆ Basic Statistics in Problem Solving
- ◆ *Workshop: Identify COPQs in Your Company*

MODULE 2: Root Cause Analysis Process

- ◆ 5W2H Problem Definition & Reporting Structure
- ◆ Drill Down Tree for Problem Identification
- ◆ Process Mapping and Flow Charting
- ◆ *Workshop: Problems Identification & Process Mapping*

MODULE 3: Logical Cause Analysis

- ◆ 5W2H – Who, What, When, Where, Why, How & How Many
- ◆ Basic Value Stream Mapping
- ◆ Pareto Charts & Analysis
- ◆ Data Collection Plan
- ◆ *Workshop: Complete 5W2H for your Identified Problems*

MODULE 4: Root Cause Analysis Tools

- ◆ Ishikawa/Fishbone Diagrams
- ◆ 5 Whys Analysis
- ◆ Check Sheets and Check Lists
- ◆ Verifying Root Causes
- ◆ *Workshop: Create Fishbone Diagrams and 5 Why Analysis*

MODULE 5: Managing the Analysis Process

- ◆ Brainstorming for Solutions
- ◆ PDCA Solutions Implementation Plan
- ◆ *Workshop: Complete the 5W2H Solutions and Reporting Structure*

