

Effective Root Cause Analysis

Introduction:

This workshop provides participants with an in-depth understanding of how to analyse problems in order to identify the root causes. Upon completion of this workshop, participants will have a working knowledge of effective root cause analysis. This workshop will be supplemented with classroom exercises to strengthen the participant's understanding of the methods presented.

Course Objectives:

- Understand the concept, definition and process of root cause analysis
- Identify the key factors to determine real root causes
- Eliminate problems using the root cause analysis process
- Understand and differentiate the different types of causes within a problem

Course Contents:

1. Introduction to the Root Cause Analysis Methodology
2. Defining Root Cause Analysis
3. Root Cause Analysis techniques
4. Applying Root Cause Analysis
5. What is critical thinking
6. Resourceful thinking
7. Habitual criteria and core patterns of critical thinking
8. Problem Identification
9. Collection of data
10. Analytical tools to identify possible causes
11. Generating, selection and testing of solutions

- 12. Validate each solution
- 13. Monitoring effectiveness of solutions
- 14. Case Studies and Exercises
- 15. Wrap-up - Questions and Answers Session

Who Should Attend:

All personnel / team members directly involved in continuous improvement or quality improvement initiatives.

Award of Certificate:

Participants will be issued with a Certificate of Successful Completion upon meeting 75% of the required course attendance.

Duration:

2 days (14 hours)

Course Fee:

\$380 nett per trainee (GST is not applicable).

(Course fee is inclusive of all training materials and light refreshments.)