

Effective Root Cause Analysis [RCA]

1 Day Highly Interactive Workshop

Course Overview

During this One Day Workshop you will learn the core skills of the Root Cause Analysis [RCA] method. This workshop provides valuable problem-solving skills that you can immediately apply within your organization. The RCA method is a simple, objective, evidence-based approach for breaking any issue into its cause-and-effect relationships so that everyone sees the same, accurate information.

Course Objectives

You Will Learn How To:

- Analyze problems thoroughly and effectively
- Be more effective when solving problems in a group
- Communicate complex issues visually and verbally
- Anticipate problems to prevent them from occurring
- Frame each problem as an opportunity to learn and improve
- Outline problems in the context of the overall goals
- Prioritize problems more efficiently and objectively
- Use RCA Tools, Techniques & Frameworks [Why-Why, 5-Why's, 5W1H, Fish Bone / RCA Diagrams & 6M Methodology]

Cause Mapping Approach

Cause Mapping is an extremely effective "systems thinking" approach to root cause analysis that significantly improves communication in group problem solving. In the Cause Mapping workshop, participants will learn that problem solving is about identifying and eliminating specific causes. The simple three-step process benefits people at all levels in an organization (executives to front-line employees) by creating a visual picture, the Cause Map, of how to prevent past problems for improving business performance. This Cause Map is a simple, visual tool for capturing these specific causes and making the information available throughout an organization.

This workshop teaches individuals and groups how to analyze, document, communicate and solve problems effectively.

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Why you should Attend RCA Course?

Attendees will gain the skills and knowledge they need to increase the efficiency and effectiveness of Problem Management and Incident Management through the application of root cause analysis techniques and principles.

Improving the ability to correctly and efficiently identify root causes provides a variety of benefits, among them:

- Reduction in service downtime/increased availability:
 - Reduces loss of user productivity
 - Prevents potentially more severe impact, such as loss of revenue or profit opportunities
 - Supports the achievement of business outcomes
- Prevention of recurring incidents and problems and the cost-savings this brings
- Increased user and customer satisfaction
- Permanent solutions help reduce operational costs, which in turn can lower Total Cost of Ownership
- More efficient use of people resources – as less time is spent reacting to recurring incidents and problems, more time is available for proactive efforts
- Continual improvement efforts for design and transition can be identified, thereby positively impacting future changes and services

Applications

The Cause Mapping process is based on pure cause and effect analysis and can be applied to any type of problem. Some examples include:

- Equipment failures
- People issues
- Production losses
- Safety incidents
- Medical errors
- Work process deficiencies
- Customer service problems

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Learning Outcomes

Through instructor-led discussions, case studies, practical examples and group exercises, participants can expect to gain an understanding of the following:

- How to improve service availability through efficient, effective identification of root causes using various problem investigation methods such as Kepner-Tregoe, Ishikawa diagrams, and the 5 Whys
- Which techniques are most useful for different types of problems?
- When it's appropriate to undertake root cause analysis
- Barriers to effective problem solving and how to overcome them
- Information gathering techniques – asking the right questions
- How to use different data sources for identifying problems
- Critical success factors for successful RCA
- Effectively linking Problem and Knowledge Management
- Outline the factors critical for success for root cause analysis
- Provide guidance to peers on key root cause analysis techniques
- Help establish guidelines for when Problem Management and root cause analysis should be used
- Design procedures to ensure the right information is gathered to aid in effective RCA
- Identify existing data sources that will be useful in identifying root causes
- Identify tool requirements for improving and supporting Problem and Knowledge Management

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Other Details:

- Payment to be made within 15 days from the date of the invoice.
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training India. Sieger will charge on INR basis only.
- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance must be taken care by client only.
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