BA10 - Understanding Root Cause Analysis

Course Overview

Most problems that people encounter are actually the symptoms of the problem, not the root cause.Root Cause Analysis (RCA) is a structured, team based, analytical approach that when used correctly can alleviate recurring problems within an organization. In this course, participants will learn to apply several practical, systematic methods for analyzing incidents and problems to uncover root causes. Understanding of these techniques will be reinforced by exercises as we explore effective ways of gathering data for root cause analysis and how to determine which problems should be analyzed. We will also discuss how to design, develop, and implement a root cause analysis program for your organization. NOTE: This course will earn you 14 PDUs.

Who Should Attend

Executives, Project Managers, Business Analysts, Business and IT stakeholders working with analysts, Quality and process engineers, technicians, corrective action coordinators or managers; supervisors, team leaders, and process operators; anyone who wants to improve their ability to solve recurring problems.

Course Objectives

• Learn how to initiate a root cause analysis and gather data for investigating process and non-process incidents
• Demonstrate how to collect data through interviews and analysis
• Apply powerful techniques to identify and know the difference between symptoms and root causes
• Learn to know when to use the appropriate technique in root cause identification
• Learn how to avoid future incidents by developing appropriate recommendations to address causal factors and root causes
• Develop a process to identify systemic problem areas

Course Outline

1   Introduction and Objectives

What is a "Problem?"
Why Problems Persist
What is A Root Cause?
Why Root Causes are important

This is a 2-day class

Upcoming Dates

Date	Time	Where
02/03/2020	9:00AM - 5:00PM	Online LIVE
05/06/2020	9:00AM - 5:00PM	Online LIVE

View All Course Dates & Register Today

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2 How to Organize for an RCA

RCA Roles and Responsibilities
Assemble your RCA Team
Modes of Communication
How to Resolve Conflict
Case Study Exercise

3 Select the Problem to Analyze

Define the selection criteria
Plan and estimate tasks for the team
Finalize the plan and gain agreement among your stakeholders
Case Study Exercise

4 Define the Problem

What to look for - Problem-as-Given (PAG) vs. Problem-as-Understood (PAU)
Developing your problem statement
Refining the problem specification
Case Study Exercise

5 Identify the Source of the Problem

Discuss when to use the appropriate analysis technique to determine the problem source
Process Diagram
Forms & Checklists
Statistical Sampling
Fishbone Diagram
Surveys
Charts - Line, Scatter, Bar, & Pie
Case Study Exercise

6 Solution Options Analysis and Selecting the Best Fit

How to approach different solution options
Brainstorming
Weighted Evaluation
Selecting the appropriate option
Hold an Retrospective on your approach
Planning the proposal
Case Study Exercise

7 Putting RCA into practice

Create a Root Cause Analysis program within your organization
How to develop appropriate recommendations to address root causes at various levels to avoid future incidents

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