



Root Cause Analysis: Solve Problems by Eliminating Causes

Course Outcomes:

- Establish an effective team environment.
- Clarify what the problem is and is not.
- Start a trail to the root cause starting with symptoms of the problem.
- Use data and investigative tools to identify the root cause.
- Employ decision matrices to select the most appropriate solution.
- Initiate measure to ensure the gains made are held.
- Recognize common barriers to root cause analysis and apply techniques to overcome those barriers.
- Course Outcomes:
- By the end of this course the participants will be able to :
- Analyze a problem and uncover its root cause(s).
- Develop solutions to get rid of, fix or overcome root causes of problems.
- Ensure that solutions to problems stay in place and continue to work effectively.

Course Outlines

- Introduction
- Overview of Root Cause Analysis
- Section 1 | Form and Focus the Team
- Form a Team
- Focus the Team
- Understand the Problem
- Section 2 | Find the Root Cause
- Create a cause & effect diagram
- Explore chains of causes
- Study interrelationships
- Use data analysis & investigative tools
- Identify root causes
- Section 3 | Fix the Root Cause
- Propose potential solutions
- Select the "best" solution
- Conduct a reality test
- Develop Action Plan to implement solution
- Verify the solution
- Section 4 | Finalize the Solution
- Validate the solution
- Update documentation



- Train
- Start audits
- Transfer knowledge
- Section 5 | Overcoming Barriers
- Barriers to Root Causes Analysis with potential remedies