

Root Cause Analysis

Course Description

Jumping to conclusions without understanding the true origin and source of problems often leads to wasted time and resources. "Root Cause Analysis" is a method of problem solving that involves searching backwards from an undesirable event or outcome to identify its true causes.

Participants will learn how to localize the occurrence of a problem before attempting to identify its root causes, the necessity to agree on the definitions of the problem and how to resolve issues concerning methods of measurement, instrumentations, procedures etc.

Learning Objectives

Through a combination of lecture, group exercises and workshops, participants will learn how to:

- Understand the causes of ineffective problem solving and how it affects both individuals and the organization;
- Use Process Maps and Flowcharts to illustrate the flow of a process/task and identify the point where a problem has occurred;
- Create an Event Outline to clearly define and document the details of the problem;
- Use Task Analysis and Timelines to dissect a problem;
- Use Cross Functional Maps ("Swim Lane Diagrams") to identify relationships among different entities, departments and stakeholders;
- Conduct a Control Barrier Analysis to determine the effectiveness of physical or administrative barriers designed to prevent problems from occurring;
- Use Cause Mapping to confirm relevant Cause/Effect relationships using the "5 Whys" technique;
- Use Brainstorming as a tool to identify ideas and solutions;
- Isolate contributing and root causes and identify actions that will prevent these causes from recurring;
- Conduct a Force Field Analysis to gain insight into the change climate surrounding possible solutions and plan effective implementation strategies; and
- Present findings in detail, including the immediate steps taken as well as longer-term steps required to address the root cause.

Who Should Attend

- Personnel responsible for problem-solving within the organization.
- Quality team members responsible for identifying and implementing corrective actions
- Program owners, management representatives, quality managers, production managers or plant managers who want to get more value from their corrective action processes.

Cancellation Policy

An administration fee will be charged for cancellations less than 14 days prior to the course date. Substitutions will be permitted at any time. Course transfers may be made without penalty. The BRC reserves the right to cancel any seminar and will, in such event, fully refund all registration fees. No liability is assumed by the organizers for changes in seminar dates, content, speakers or venue.

Prerequisites

This is an introductory course to the concepts of identifying root causes and solving problems. No previous experience is required.

Duration

2 Days

Location

Public Course or On-Site

Cancellation Policy

An administration fee will be charged for cancellations less than 14 days prior to the course date. Substitutions will be permitted at any time. Course transfers may be made without penalty. The BRC reserves the right to cancel any seminar and will, in such event, fully refund all registration fees. No liability is assumed by the organizers for changes in seminar dates, content, speakers or venue.