

COURSE OUTLINE

ROOT CAUSE ANALYSIS

WHO SHOULD ATTEND?

LEARNING OUTCOMES

BENEFITS



This one-day course is designed for people at any level, that require an understanding of the process of discovering the root causes of problems in order to identify appropriate solutions. Ideal for those involved in investigating incidents and non-conformances.

Root cause analysis is a systematic problem-solving technique which is more effective to systematically prevent and solve underlying issues rather than just treating ad hoc symptoms or 'fire-fighting'.

- Correctly identify and explain root cause
- Implement general principles of root cause
- Identify corrective actions
- Classify incidents
- Implement '5 Whys' questioning technique

- Ability to define the problem.
- Highlight how to apply the appropriate tools in the process of root cause analysis.
- Ability to undertake root cause analysis to identify and solve problems.
- Pinpoints the causes of undesirable events.
- Understand the difference between preventative and corrective actions.
- Ability to develop SMART action plans.