Root Cause Analysis (RCA) In-House Training

INTRODUCTION

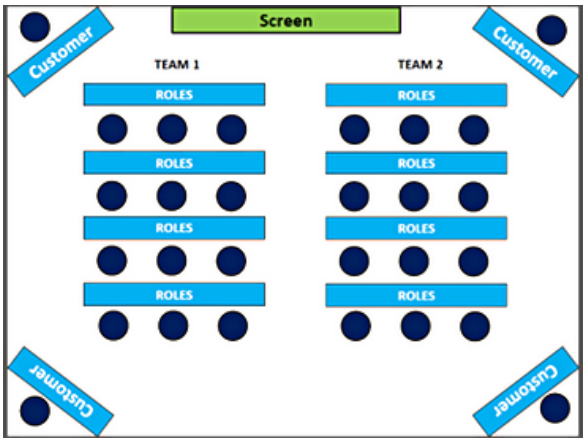
- Learn how to investigate and solve your problems, so that you leave them behind for good. The natural tendency of many individuals and organizations when presented with a problem is to jump to a solution, any solution. They do not systematically analyse the problem to determine a root cause before considering potential solutions.
- Root cause analysis (RCA) is a class of problem-solving methods aimed at identifying the root causes of problems or events. The practice of RCA is predicated on the belief that problems are best solved by attempting to correct or eliminate root causes, as opposed to merely addressing the immediately obvious symptoms. By directing corrective measures at root causes, it is hoped that the likelihood of problem recurrence will be minimized or eliminated.
- Therefore, this Root Cause Analysis training provides an introduction to analysing the root cause of a problem starting with a clear definition of the problem. The course will cover logical and root cause analysis tools that can be applied to identify potential root causes which then needs to be verified. Finally, the course considers how the root cause analysis process should be managed.

MODE OF DELIVERY

The simulation sessions represent transaction days. The simulation establishes a typical high level 'bad-day-at-work' scenario with time pressures and complaints mounting from 'customers. It will provide the participants with snapshots of existing inner workings.

Throughout the sessions, participants will be introduced to RCA tools that will help them in solving the problem and generate solutions that can be implemented. The simulation will demonstrate the importance of Leadership and vigorous adherence to the methodology to achieve significant gains.

Classroom Layout for 2 Teams (up to 30 pax):



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PROGRAMME FLOW (2 DAYS)

- Introduction & RCA Issues
- RCA Simulation
- Team Setup + Problem Statement (Use A3)
- 5W - 1H/2H problem definition
  - What? Who? Where? When? Why? How? + How Many?
- COPQ
- DDT
- Pareto Charts / Histogram
- Process Mapping then Swimlane
- TIMWOOD + Activity Value Analysis
- Fishbone Diagram
- 5 Why Analysis
- FMEA
- Basic Statistics
- Data Collection Plan
- Idea Generation -> Vital Factors
- Reviewed Swimlane Diagram
- Revised Value Analysis
- Formulate Action Plan
- Checklist/Check Sheet if required
- Simulation Final Round
- Evaluate Results + Complete A3
- Summarise - 7QC Tools
  - Stratification (Divide and Conquer)
  - Histogram
  - Check Sheet (Tally Sheet)
  - Cause-and-Effect Diagram
  - Pareto Chart (80/20 Rule)
  - Scatter Diagram (Shewhart Chart)
  - Control Chart

RCA WORKBOOK PROVIDED!

For further details or clarification, kindly contact +603-78738485 or send your e-mail to public@mbizm.com