

RCA – Root Cause Analysis Basics

This course examines many of the common pitfalls used in problem solving and shows participants how to avoid them. Participants learn the fundamental skills needed for applying key elements of an effective RCA program.

WHO SHOULD ATTEND

- All individuals who are expected to participate as a RCA team member
- Anyone who uses RCA's as a troubleshooting tool
- Not limited to shop floor personnel, technicians, operators or mechanics
- Applies to all disciplines and functions of any business group within an organization

PREREQUISITE: No prerequisites.

LEARNING OUTCOMES:

1. Identify key points and helpful hints that will improve the efficiency of the RCA team
2. How to clearly frame/define any problem
3. How to be an effective RCA team member
4. Today's failed strategies in RCA programs
5. What are the gaps in your current RCA programs?
6. Elements of an effective RCA program
7. Methods for collecting different types of data
 - Including effective interviewing skills
8. Identify the differences between an event that requires a formal RCA and one that does not ----- (what triggers and RCA?)
9. Basic RCA :Cause" charting:
 - Examples & Hands-on Exercises – Open Discussion
10. Where to find and how to capture the best solutions
11. How to develop appropriate recommendations to address root causes at various levels to avoid future incidents

Date: Fall 2019 TBD

CONTINUING EDUCATION UNITS: .8
(Duration: 8 hours)

Cost: \$350

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