Root Cause Analysis

COURSE DESCRIPTION

This course provides an in-depth understanding of how to identify a range of potential root causes; select the most likely root cause; investigate at the point of the problem; identify potential solution; decide on the optimum solution having assessed the risks associated with each solution; assess the risk associated with delivering the solution to customers and assess drivers for, and the resistance to implementing the solution.

COURSE OUTLINE

- Define and specify the problem using Kepner Tragoe.
- Improve your understanding of the tools and techniques available to identify root causes of problems.
- Hands on task analysis.
- Practice brainstorming and voting techniques, value analysis, risk-based decision making, failures mode and effects analysis and force filed analysis.

Learning Outcome

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Who Should Attend

- Mangers, process owners, quality professionals, practitioners and consultants looking to refresh their skills in root cause analysis.

COURSE DURATION: 3 Days
TRAINING HOURS: 12 hrs
MINIMUM NO. OF TRAINEES: 15
LANGUAGE: English