

Root Cause Analysis (RCA) Workshop



Does your organization experience some problems that have been “solved” but yet they continue to plague everyone by reoccurring again and again? Each time, we think that the problem has finally been resolved only to find out that it hasn't. What's happening, of course, is that we are addressing the symptoms instead of the root cause.

What techniques are available to improve your problem solving efforts? What are the quick methods to handle “easy” problems? What can we use for the more difficult problems?

This interactive workshop will provide you with a set of root cause analysis and problem solving techniques to enable you to systematically tackle challenging and long standing problems.

Course Outline

The course is available with an optional second session. The first session provides instruction on RCA techniques and concepts. The second session provides participants with the opportunity to present to the group how they applied the techniques a problem in their area.

Session One (one-day):

- Problem Definition
- Root Cause Analysis
 - 5 Whys
 - Types of Causes – Presumptive – Contributing – Root
 - Causal Factors
 - Cause/Effect Diagramming – Fishbone (Ishikawa) Diagram
 - Logic Cause/Effect Diagrams – TOC & Apollo Root Cause
 - Categories of Reservation
 - Necessary Condition
 - Assumptions
 - Change Analysis
 - Control Barrier Analysis
 - Event and Causal Factor Charting
 - Risk Analysis – Failure Mode Effect Analysis
 - Fault Tree Analysis
- Overview of Problem Solving Methods
 - Seven Step Method
 - Eight Disciplines (8 D)
 - Plan-Do-Check-Act (PDCA)
 - Define-Measure-Analyze-Improve-Control (DMAIC)
 - TOC Thinking Processes
 - Lateral Thinking
 - Systems Thinking
- Selection and assignment of problem for analysis.

Session Two (half-day):

- Participant Presentations – each participant will describe to the group, the root causes that they identified for their selected problems and the techniques they used.

This workshop is for up to 20 participants and is suitable for anyone who needs to solve problems including: production, maintenance, quality, technical, and engineering personnel.

Lean Workshop Series Presented by: HPK Group, LLC

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