

ACM Root Cause Analysis Program

Root Cause Analysis is a structured approach to problem solving. The process breaks down any problem into causal chains and creates a visual map of everything that contributes to the problem being analyzed. Root Cause clearly defines a problem so it can be communicated and eliminated. The solution creation process defines the desired outcome, creates measures and sets achievable targets.

Outcomes of Course:

- Participants will be able to use a structured approach to problem analysis and solution creation
- Participants will be able to apply Rapid Fire[®] RCA to a work related problem
- Participants will be able to use a variety of data gathering techniques
- Participants will understand how and when to form a problem solving team
- Participants will understand how to apply Root Cause Analysis to a work related problem

Course Outline:

DAY 1:

Module 1 - Introduction

- Class structure
- Workbook review
- Applications

Module 2 - Collection

- Forming Teams
- Gathering Data
- Exercises

Module 3 - Analysis

- Why-Why Method
- Causes
- Cause Chains
- Rapid Fire Why – Why
- Exercises

Module 4 - Solution

- Corrective Action Types
- Brainstorming
- Solution Ranking
- Testing
- Exercises

Module 5 - Assessment

- Follow Up
- Effectiveness

Module 6 - Reporting

- Formats

DAY 2:

- Practical Problem Solving –
Application to the Workplace