

**Root Cause Analysis (RCA) Training**

**Course Number:** SIX-112  
**Duration:** 3 days

**Overview**

Root Cause Analysis (RCA) is a structured team-based process used whenever problems require immediate attention, including safety incidences, dissatisfied customers, product field failure, unscheduled downtime, or situations where excessive delays are costly. RCA is used across various organizations and industries, including IT, healthcare, manufacturing, finance, and more.

Accelebrate's RCA training course teaches participants how to rapidly identify the reasons problems occur and develop sustainable solutions to avoid recurrence. The 8D ([8 disciplines of problem-solving](https://en.wikipedia.org/wiki/Eight_disciplines_problem_solving)) team-based approach is the roadmap for all topics covered in this class.

What are your answers to these questions? **Let us help you tailor a class to your specific challenges.**

* How many problems are encountered each year? How many seem to recur?
* Does your organization have a standard definition of what a real problem is?
* How many problems have an unknown cause? How many have known causes?
* Is a team created to solve them? Does the team use a structured process?
* Is chaos, confusion, and blame part of your experience?

**Prerequisites**

No prior experience is presumed.

**Materials**

All RCA training students receive comprehensive courseware.

**Software Needed on Each Student PC**

For in-person deliveries, attendees do not need computers for this course. We will provide full classroom setup instructions that will include seating in small groups, with supplies such as flipcharts, sticky notes, markers, and pens for the attendees and a projector and Internet connection for the instructor's laptop.

Online deliveries for this interactive training will use an online meeting platform (such as Zoom, WebEx, GoTo, or Teams) to have face-to-face contact online, including use of breakout rooms for group activities.

**Objectives**

* Know what to do when problems occur
* Define, validate, and decide if the problem should be solved
* Use a team approach and understand team dynamics
* Take appropriate interim actions
* Choose the most appropriate RCA methods for the situation
* Determine and implement the best sustainable solution

**Outline**

* Introduction to Root-Cause Analysis (RCA)
* Problem-Solving Process Flowchart (8D Roadmap)
* Problems vs. Opportunities
* Preventative Practices
* Problem Validation and Specification
* Causes to Determine
* Cause Structures
* Situation Appraisal
* Known vs. Unknown Cause
* Separating Facts, Evidence, and Assumptions
* Interim Actions
* Using a Team Approach
* Risk Analysis Tools
* Importance of Language
* Cause-Effect Mapping Methods
* Potential Cause Filters and Generators
* Human Error – now what?
* Turning a Fishbone Diagram into a Multi-Vari Study Design
* Failure Modes and Effects Analysis (FMEA)
* Choosing the Best Solution Profile
* Solution Verification and Validation
* Reports and Reporting
* Conclusion