

The natural tendency of many individuals and organisations when presented with a problem is to jump to a solution, any solution. They do not systematically analyse the problem to determine a root cause before considering potential solutions.

## Root Cause Analysis

This intensive one day Root Cause Analysis training course is based on the proven [Six Sigma](#) performance improvement methodology with a strong focus on analysing the root cause of problems and developing appropriate solutions.

The training course will start with the identification, prioritisation and definition of problems. We will then consider how we measure the problem and then use logic, data and process analysis to understand the problem followed by root cause analysis tools. Once we have verified the root cause we will then consider how we identify, evaluate, develop and implement a solution that addresses the root cause of the problem.

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## Course Objectives

Upon completion of this intensive one day practitioner training course delegates will be able to:

- Use a structured approach to identifying and defining the problem, determining the root cause through analysis and defining an appropriate solution.
  - Use a range of logical, data, process and root cause analysis tools to develop an understanding of the problem and identify a root cause.
  - Understand the importance and approaches to verifying a root cause.
  - Identify, evaluate and develop solutions that address the root cause of the problem.
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## Identification process

- Reactive
- Proactive

## Prioritisation

## Roles and responsibilities

## Problem definition

## Objectives and success measures

## Scope/constraints

## **Timescales**

## **Costs – impact and resolution**

## **Rich Picture**

## **Measuring the problem**

- Process and definition
- Sampling and collection Plan

## **Root cause analysis process**

## **Logical analysis**

## **Data Analysis**

- Process Analysis

## **Failure Mode and Effects Analysis**

## **Ishikawa diagrams**

## **Cause and Effect Matrix**

## **Relationship diagram**

## **5 Whys**

## **Root Cause Hypothesis**

## **Root cause verification**

- Scatter diagram

## **Identify solution**

- Brainstorming Techniques

## **Evaluate solutions**

- Impact/effort analysis

## **Developing selected solution**

## **Risk analysis**

**Pilot testing****Implementation planning**

- Force field analysis

**A case study will be used that runs through both days to reinforce the learning.**

This intensive one day Root Cause Analysis training course is based on the proven Six Sigma performance improvement methodology with a strong focus on analysing the root cause of problems and developing appropriate solutions.

Our Root Cause Analysis course starts by identifying, prioritising and defining problems. We then consider how to measure problems and use data and process analysis to understand them. We explore the root cause analysis tools required and apply them to deliver an effective solution.