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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.

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.

Identification process

- Reactive
- Proactive

Prioritisation

Roles and responsibilities

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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

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- Force field analysis

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

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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 then. We explore the root cause analysis tools required and apply them to deliver an effective solution.