

# Root Cause Analysis

## COURSE DESCRIPTION

This course provides an in-depth understanding of how to identify a range of potential root causes ; select the most likely root cause ; investigate at the point of the problem ; identify potential solution ; decide on the optimum solution having assessed the risks associated with each solution ; assess the risk associated with delivering the solution to customers and assess drivers for, and the resistance to implementing the solution.

## COURSE OUTLINE

- Define and specify the problem using Kepner Tragoe.
- Improve your understanding of the tools and techniques available to identify root causes of problems.
- Hands on task analysis.
- Practice brainstorming and voting techniques, value analysis, risk-based decision making, failures mode and effects analysis and force filed analysis.

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## Who Should Attend

- *Mangers , process owners , quality professionals , practitioners and consultants looking to refresh their skills in root cause analysis.*

**COURSE DURATION:** 3 Days

**TRAINING HOURS:** 12 hrs

**MINIMUM NO. OF TRAINEES:** 15

**LANGUAGE :** English



**Root-Cause Analysis**