

## The Course Schedule

- Five days
- Six hours per day

## The Course Objectives

- Understand the management system concepts
- Understand RCA concepts and related knowledge areas
- Implement RCA via Project Management Concept
- Learn how to utilize RCA in systematic problem solving
- Learn RCA Methodologies and Technique
- Acquire integrated theoretical/practical RCA skills
- Understand Root cause analysis process elements/steps
- Involve the right people in the right way in any analysis
- Understand how to implement the course concepts in the real case study/project/personal life
- Practice RCA Pilot Project

## The Course Topics

### **Day 1: RCA Concepts, Applications and Related Knowledges**

- Introduction
- Gap Analysis and Bridging
- RCA (What, Where Why and How)
- RCA Concepts
- RCA Applications
- RCA Project Management Knowledges

### **Day 2: RCA Methods, Process and Techniques**

- Problem Solving Model
- Generic Approaches for RCA (8D, DAMIC)
- RCA Process / Steps
- The Classic Seven Quality Tools
- Ishikawa Diagram
- Check Sheet
- Run Charts

- Histogram
- Pareto Chart
- Scatter Plot
- Flowchart

## Day 3: RCA Techniques

- The Seven Management Tools
- Matrix Diagram
- Activity Network Diagram
- Prioritization Matrix
- Interrelationship Diagram
- Tree Diagram
- Process Decision Tree Chart
- Affinity Diagram
- Other Quality Tools
- 5Why
- Cross Assembling
- Is-Is Not Analysis
- Following Lines of Evidence
- Parameter Diagram
- Exploratory Data Analysis
- Procedure
- Stem-and-Leaf Plots
- Multi-Vari Chart
- Customer Quality Issues
- Plan-DO-Check-Act Immediate Actions
- 8D Report
- Corrective Actions

## Day 4: RCA Team Skills

- Project Management Skills
- Leadership
- Decision Making
- Team Building
- Investigation
- Integrated Thinking and Decision Making
- Communication and Negotiation

## Day 5: Challenges and Implementation

- RCA Challenges
- Implementation Areas
- Case Study Project/Exercises
- Guideline and many practical ideas for successful implementation of RCA
- Evaluation and closure of training