



Course Outline

Root Cause Analysis Intermediate

Course Target Group

This course is targeted at Line Management and QMS Task Teams.

Course Objective

Is there a real difference between corrective and remedial action in your organisation?
Are root cause analysis tools such as the “5 Why’s” and “Fishbone Analysis” a mystery to key personnel?
Is Root Cause Analysis entrenched as an organisational improvement tool?

This two day highly practical interactive workshop will equip your key personnel with the skills and knowledge to conduct effective root cause analysis, reducing risk and the cost of repetitive issues in your organisation.

Day 1 consists of the training on the theory of root cause analysis, and the morning of day 2 consists of conducting a case study. The afternoon of day 2 would be spent reviewing all case studies. This is ideal for an in-house course as your staff would be working in teams and could apply the case study to your particular industry.

Fee inclusive of course material and Excel Root Cause Analysis Tool.

Course Content

- What is Root Cause Analysis?
- Pitfalls of Problem Solving Today
- Root Cause Analysis Methods & Tools Evaluated
- Non Conformances/Problems – Remedial/Corrective/Preventive Action
- Steps to Conduct Root Cause Analysis
- Cause & Effect
- 5 Why's
- Fishbone Analysis
- Action Versus Conditional Causes
- Solution Evaluation
- Solution Implementation
- Creating Organisational RCA Capacity
- RCA Benefit



Learning Assumed To Be In Place

Delegates must be at a minimum of NQF Level 4.
NQF Level 5/6 Delegates will be most comfortable.

Course Duration

Duration : 2 days

Assessment & Certification

In order to be deemed Competent, delegates must complete a Real life Case study using the tools and techniques taught in the class to investigate an incident relevant to the delegates' work environment.

Successful candidates will be awarded a certificate from **Wareham & Associates** indicating successful completion of the course.

Delegates who are deemed **Not Yet Competent** will nevertheless receive a Certificate of Attendance.

Contact Details

For more information regarding the above or any other training requirements, please contact our **Training Administrator, Emily Ackerman** on 021 713 2380 or email emily@wha.co.za