

BASIC INCIDENT ROOT CAUSE ANALYSIS & TAKE ACTION

SEC008

COURSE DESCRIPTION

Incident Investigation Root Cause Analysis (RCA) and Problem Solving Training provides technical personnel and managers who are required to undertake incident investigations as part of their job role. This course provides the underpinning knowledge and necessary skills required to solve routine and non-routine problems, correct investigation techniques and how to drill down to the root cause. Root Cause Analysis (RCA) is a popular and well established technique to assist people in answering the question of 'Why' the problem occurred in the first.

This course includes a workshop for trainees to work through case studies to complete incident investigations and propose solutions to address root causes. Trainees are required to bring workplace incidents that will be used for in-class activities.

COURSE OBJECTIVES

By the end of this course, participant will be able to:

- Describe the principles of root cause analysis.
- Explain the objectives of root cause analysis as a procedure to find and evaluate the causes of problems.
- Summarize the root cause requirements.
- Describe the problem solving process.
- Use problem cause data collection tools.
- Apply root cause analysis tools.
- Develop efficient corrective action plans.
- Describe the IOSA/ISAGO requirements to complete corrective action records.

WHO CAN BENEFIT

- Safety and quality managers.
- Operations supervisors and personnel.
- Occurrence investigators.

COURSE DURATION

5 Working Days

COURSE OUTLINE

1. **International requirements**
2. **Common root cause analysis errors**
3. **Problem solving process**
 - Defining the problem.
 - Problem definition tools.
 - Problem cause data collection tools.
 - Root cause analysis cycle.
4. **Root cause identification tools**
 - Five "Why's".
 - Cause and effect diagram (or the fishbone diagram)
 - Fault tree analysis
 - Key steps to conducting an effective root cause analysis
5. **Corrective action**
 - Corrective action plan development.
 - Corrective action plan follow-up.
 - IOSA and ISAGO Corrective Action Record requirements.

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