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ROOT

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CAUSE

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ANALYSIS

RATIONAL ROOT CAUSE ANALYSES (RCA) FOR EFFECTIVE CORRECTIVE ACTIONS

COME AND JOIN US TO UNDERSTAND HOW TO DO A
REALISTIC ROOT CAUSE ANALYSES AND HOW TO
TAKE AN EFFECTIVE CORRECTIVE ACTION

COURSE LEARNING OBJECTIVES REVIEW

3 DAYS
PRACTITIONER LEVEL
TRAINING PROGRAM

**RATIONAL
ROOT CAUSE
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FOR EFFECTIVE
CORRECTIVE
ACTIONS**



**WHAT IS
THE ROOT
CAAUSSEE**

BEMCON
Business Intelligence For Excellence

UPON COMPLETION OF THIS COURSE TRAINING
ATTENDEES WILL BE ABLE TO ANSWER THESE
QUESTIONS:

1. What are the steps to an effective problem analysis?
2. What are the key elements of a problem statement?
3. What do the cause and effect principles tell us?
4. How do you ensure an effective problem analysis?
5. What makes an effective solution?
6. Where do you find root causes?
7. How do you find creative solutions?
8. What are the key elements of an event report?
9. Why is it not a good idea to include a narrative in an event report?
10. After implementing a solution, what's next?
11. Where can you practice facilitating an event?
12. How do you ensure institutionalization of effective problem solving?

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The BEMCON Root Cause Analyses training methodology and practical exercise help us a lot to resolve some of our most complex and longest running production and engineering problems. The solutions, delivered by BEMCON RCA Lead Consultant, provided the structure and framework that helped me hone, and perfect my critical thinking and problem-solving skills, taking my effectiveness to the next level.

Ghassan Maher Al Sulaimani

Quality Manager
National Food Industries Company Limited
Jeddah, Kingdom of Saudi Arabia

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COURSE OUTLINE

- 1. Common root cause analysis errors**
- 2. Understand the steps of effective problem solving:**
 - 2.1. Problem types
 - 2.2. Causes of ineffective problem solving
 - 2.3. Illusion of common sense
 - 2.4. Basis of effective problem solving
- 3. Problem solving process:**
 - 3.1. Defining the problem
 - 3.2. Four elements of problem definition
 - 3.3. Problem definition tools
 - 3.4. Importance of significance when defining a problem
 - 3.5. Problem cause data collection tools
 - 3.6. Root cause analysis cycle
- 4. Root cause identification tools:**
 - 4.1. Process Approach to RCA
 - 4.2. D8 Approach to RCA : Problem Solution Pathway
 - 4.3. Five “why’s” (5Ws2Hs) Analyses
 - 4.4. Cause and effect diagram (fishbone diagram)
 - 4.5. Fault tree analysis
- 5. Key steps to conducting an effective root cause analysis**
- 6. Corrective action Plan Development & Implementation**
 - 6.1. Criteria for effective solutions
 - 6.2. Applying the creative solutions process
 - 6.3. Corrective action plan development
 - 6.4. Solution Validation
 - 6.5.
 - 6.6. Corrective action plan implementation & follow-up
 - 6.7. How to track solutions
 - 6.8. Effective problem solving culture
 - 6.9. Continuous improvement
- 7. Corrective Action Record requirements in different management systems**
 - 7.1. ISO based Management System
 - 7.2. Private Management System RCA Requirements
 - 7.3. Common Requirements
- 8. RCA & Corrective Action Failures**
 - 8.1. Cognitive biases that affect RCA
 - 8.2. Impact of organizational culture
 - 8.3. Structures/roles that can support RCA
 - 8.4. RCA & CAP: Why Fails
 - 8.5. RCA & CAP Good Practices

COURSE ASSESSMENT & CERTIFICATION CRITERIA:

- 1. FORMATIVE ASSESSMENT:**

Various activities will be completed during class and as homework
- 2. SUMMATIVE ASSESSMENT:**

Written assessment to be done at the end of the course
- 3. CERTIFICATION CRITERIA:**
 - 3.1. 100 % full attendance is must to qualify for the written exam
 - 3.2. Learners must achieve a Min. of 65%
 - 3.3. All the delegate who meet the qualification criteria will be receiving “Qualification E-Certificate”
 - 3.4. The delegate who will not be able to meet the qualification criteria, will receive “Attendance Certificate”.

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BEMCON develops and architects the world's leading problem-solving tools and methodologies for many companies around the region. The principle of RCA Science is based on world leading and historically proven methodologies following many years of study and development stemming from a failure analysis of almost every sector. Since 2001, BEMCON has been delivering training in the Root Cause Analysis methodologies throughout the region, through public training courses or at client sites. In this time, we have trained over **10,000** people in this effective problem-solving technique, helping individuals and their companies achieve many business improvements.

10+
YEARS
EXPERIENCE

10,000+
PEOPLE TRAINED

LIVE VIRTUAL
INSTRUCTOR-LED
OPTION



LOCATIONS
MIDDLE EAST NORTH AFRICA

HAVE A GROUP TO TRAIN?

Our experienced instructors will come to your site, or train your team through our live virtual online training option. Inquire today to schedule training.

3 DAYS
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ABOUT THE QUALIFICATION:

We know that people learn by doing. Which is why our training courses are designed to be highly interactive and hands-on. During the course you'll complete a variety of exercises and work in teams to solve real problems and come away with:

1. A new way of thinking and deep understanding of cause-and-effect relationships
2. The ability to select the most effective solutions using a 'solution test'
3. Confidence to lead a team through a root cause analysis from start to finish

COURSE DELIVERY:

1. **IN-PERSON CLASSROOM** : 3 days (an additional 4th day option available for client-based courses)
2. **VIRTUAL INSTRUCTOR-LED TRAINING (VILT)** : 24 hours delivered in 4 x 6.0 hour blocks over 4 days



4.6 OUT OF 5

Average
course rating



%98

Would recommend the
training to their colleagues



QUALIFICATION PREREQUISITES:

1. Minimum 12 years of formal education
2. Minimum 3 years of work experience in any process or service industry
3. Min 1 years supervisory or management role in any industry
4. English language proficiency

TRAINING OPTIONS

We offer flexible training options to meet your needs and can build a schedule that works for you and your organization. Contact us to learn the most effective problem solving method.

WHO SHOULD ATTEND?

This course is ideal for anyone whose job involves problem solving, as the methodology can be applied to any type of problem.

1. Production Engineers & / or Project Engineers
2. LEAN Specialists
3. Maintenance Team and Maintenance Analysts
4. Designers Engineers
5. Safety Representatives & Engineers
6. Administrators and HR Personals
7. Continuous Improvement Personnel
8. Quality Assurance & Quality Control Professionals
9. IT Professionals
10. Human Resources Personnel
11. Supply Chain Specialists
12. Logistics Specialists
13. Customer Service Personnel
14. Healthcare Case Managers
15. Healthcare Process Improvement Specialists

INDUSTRIES THAT WILL BENEFIT:



Mining



Oil & Gas



Power & Utilities



Repetitive
Manufacturing



Healthcare



Food &
Beverage



Aviation



Manufacturing
Plant



IT



Retail &
Customer Service

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Problem solving is one of the most critical factors in improving customer satisfaction for our organization. This training session was an incredible opportunity for my team to explore a proven methodology to help us all to think and look at problems in a new way. I'm looking forward to my team and myself using this methodology to improve our application availability.

Moises Dizon

Operation Manager
IQMS
Al Rabie Saudi Foods Co. Ltd.
Riyadh, Kingdom of Saudi Arabia

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Business Intelligence For Excellence

3 DAYS

PRACTITIONER LEVEL TRAINING PROGRAM

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THIS COURSE PROVIDES DETAILED INSTRUCTION ON PROBLEM SOLVING AND CORRECTIVE ACTION PLAN PROCESSES YOU CAN IMMEDIATELY APPLY WITHIN YOUR ORGANIZATION TO START MAKING IMPROVEMENTS TO YOUR OPERATIONAL PERFORMANCE.



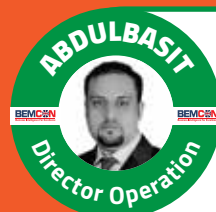
FOR FURTHER DETAIL AND REGISTRATION, PLEASE CALL OR SEND PERSONAL DETAIL TO ANY OF THE BELOW MENTIONED STAFF.



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SAUDI ARABIAN GOVT. APPROVED TRAINING CENTER

