

Root Cause Analysis with Corrective Action Course Outline

Introduction | Root Cause Analysis Overview

- Overview of Root Cause Analysis
- Preview of Lessons 1 through 4

Lesson 1 | Form and Focus the Team

- Form a Team
- Focus the Team
- Understand the Problem

Lesson 2 | Find the Root Cause

- Create a cause & effect diagram
- Explore chains of causes
- Study interrelationships
- Use data analysis & investigative tools
- Identify root causes

Lesson 3 | Fix the Root Cause

- Propose potential solutions
- Select the "best" solution
- Conduct a reality test
- Develop Action Plan to implement solution
- Verify the solution

Lesson 4 | Finalize the Solution

- Validate the solution
- Update documentation
- Train
- Start audits
- Transfer knowledge

Lesson 5 | Overcoming Barriers

- 10 barriers to Root Causes Analysis with potential remedies

Challenge

- An assessment of the learner's progress in this course.