Six Sigma Root Cause Analysis (RCA) Training

Root Cause Analysis (RCA) is structured team-based approach used to quickly discover the reasons problems occur and develop a sustainable solution to avoid recurrence. RCA is used whenever problems require immediate attention such as safety incidences, dissatisfied customers, product field failure, unscheduled downtime, or any situation where excessive delays are very costly. RCA applies to all businesses and industries. The 8D team-based approach is used as the roadmap for all the topics covered. The RCA program is for individuals, teams and organizations that desire to institutionalize an operating system for structured problem-solving.

SIX SIGMA®

BBB ACCREDITED BUSINESS

GSA Contract Holder
Contract GS-02F-114AA

SIX SIGMA®

CONTACT US

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RCA Program Features

- Three-day format with hands on activities related to your situation
- Courses led by experienced Top-rated instructors
- Extensive experience in over 25 countries with leading corporations
- Focus on the application of tools to real world problems

Training Topics

- What Root Cause Analysis (RCA) is, when it's useful and not useful
- Problem-Solving Process Flowchart (8D Roadmap)
- Problems vs. Opportunities
- Preventative Practices
- Problem Validation & Specification
- Causes to Determine
- Cause Structures
- Situation Appraisal
- Known vs. Unknown Cause
- Separating Facts, Evidence & Assumptions
- Interim Actions
- Using a Team Approach
- Risk Analysis Tools
- Importance of Language
- Cause-Effect Mapping Methods
- Potential Cause Filters and Generators
- Human Error – Now What?
- Turning a Fishbone Diagram into a Multi-Vari Study Design
- Failure Modes & Effects Analysis (FMEA)
- Choosing the Best Solution Profile
- Solution Verification & Validation
- Reports & Reporting
- Exercises & Case Studies

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