

## Course Title: Root Cause Analysis 1 day

### Aim

This course enables delegates to be confident and competent at applying root cause analysis (RCA) and identify the root causes of business concerns and incidents and react accordingly.

### Who should attend?

Any professional involved in solving quality related problems including CEO's, directors, senior managers, operation and quality managers and team leaders.

### How long does the course last?

6 hours / 1 full day.

### Course Content

- What is root cause analysis and when is it applied
- Who should investigate
- The skills and behaviours required for RCA
- Bias and objectivity
- The analysis of processes and procedures
- Gathering data and evidence
- Managing resistance from team members
- Understanding 'special causes' and 'common causes'
- Physical, human and organisational causes
- Incidents and accident investigation
- Hazard analysis
- Documenting and communicating findings
- Lessons learned and Duty of Candour
- Recommending and applying changes

### By the end of the course, learners will:

- Understand what root cause analysis is and how to apply it within investigations
- Be able to communicate on findings and recommendations to colleagues and senior management
- Be able to apply strategies to prevent incidents from reoccurring