

Root Cause Analysis Training



PSB Philippines

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COURSE DESCRIPTION:

The process of root cause analysis is a universal and standardized process for all people, all departments and all situations; from problems that affect the operation to problems that affect the company. The Root Cause Analysis methodology is used by everyone in the business and the same training is given to every-one. It means people understand the same methodology and everyone applies the same Root Cause Analysis Approach.

TARGET PARTICIPANTS:

Staff, Supervisor, Management of Customer Service, Operations, Production, etc.; All process owner in-charge to analyze problems in his/her process.

COURSE OUTLINE:

- I. Basic Principles: Root Cause Analysis (RCA)
- II. RCA in the context of Management Systems
 - a. ISO 9001:2008
 - b. ISO 9001:2015
 - c. ISO 14001:2004
 - d. ISO 14001:2015
 - e. BS OHSAS 18001:2007
- III. RCA tools / methods
 - a. Going back to the basic: Fishbone, Why-Why's, etc.
 - b. More approaches: Event & causal factor chart, FMEA, etc.
- IV. Applying RCA
 - a. Tips
 - b. Challenges
- V. Case study
- VI. Q&A

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DURATION: 1 whole day
TIME: 9:00 A.M. - 5:00 P.M.
AMOUNT: To request for a quotation