

BA10 – Understanding Root Cause Analysis (RCA): What It Takes To Make It Work

Length: 2 Day Workshop

Course Description:

Business success is dependent on effective resolution of the problems that present themselves every day. Often the same or similar problems continue causing repeated losses in time or money and your staff become experts at fixing rather than preventing the problems. Learn to find and fix root causes and develop corrective actions that will effectively eliminate or control these problems.

Root Cause Analysis (RCA) is a structured, team based, analytical approach that when used correctly can alleviate recurring problems within an organization. In this course, participants will learn to apply several practical, systematic methods for analyzing incidents and problems to uncover root causes. Understanding of these techniques will be reinforced by exercises as we explore effective ways of gathering data for root cause analysis and how to determine which problems should be analyzed. We will also discuss how to design, develop, and implement a root cause analysis program for your organization.

Audience:

Executives, Project Managers, Business Analysts, Business and IT stakeholders engaged in improving the delivery of products and services that meet user needs through the use of Microsoft SharePoint; Anyone who wants to improve their Business Analysis skills; Project stakeholders concerned with SharePoint requirements

Prerequisites: None

Topics:

Section 1: Introduction and Objectives

- What is a "Problem?"
- Why Problems Persist
- What is A Root Cause?
- Why Root Causes are important

Section 2: How to Organize for an RCA

- RCA Roles and Responsibilities
- Assemble your RCA Team
- Modes of Communication
- How to Resolve Conflict
- Case Study Exercise

Section 3: Select the Problem to Analyze

- Define the selection criteria
- Plan and estimate tasks for the team
- Finalize the plan and gain agreement among your stakeholders
- Case Study Exercise

Section 4: Define the Problem

- What to look for - Problem-as-Given (PAG) vs. Problem-as-Understood (PAU)
- Developing your problem statement

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- Refining the problem specification
- Case Study Exercise

Section 5: Identify the Source of the Problem

- Discuss when to use the appropriate analysis technique to determine the problem source
- Process Diagram
- Forms & Checklists
- Statistical Sampling
- Fishbone Diagram
- Surveys
- Charts - Line, Scatter, Bar, & Pie
- Case Study Exercise

Section 6: Solution Options Analysis and Selecting the “Best Fit”

- How to approach different solution options
- Brainstorming
- Weighted Evaluation
- Selecting the appropriate option
- Hold an Retrospective on your approach
- Planning the proposal
- Case Study Exercise

Section 7: Putting RCA into practice

- Create a Root Cause Analysis program within your organization
- Develop recommendations to address root causes at various levels to avoid future incident