

Root Cause Analysis Essentials

C121 Classroom

DAY 1: 8:00 A.M. TO 5:00 P.M.

- Basics of Incidents and Investigations
 - Three principles for achieving operations excellence
 - Root cause/management system approach to root cause analysis (RCA)
 - Goals of incident investigation/RCA
 - Terminology: causal factor, root cause, management system, safeguard
 - Workshop: Identifying causal factors and root causes
 - Overall incident investigation management system, and overview of the course
- Analyzing Data
 - Overview of the four analysis techniques: cause and effect trees, timelines, causal factor diagrams, and change analysis
 - Cause and effect trees
 - Incident timelines
- Identifying Root Causes
 - What is a root cause?
 - Procedure for identifying root causes
- The Root Cause Map
- Workshop: Identifying root causes
- Developing Recommendations
 - Key recommendation concepts
 - Four levels of recommendations
 - Recommendation hierarchy
 - Special recommendation areas including restart/resumption criteria

DAY 2: 8:00 A.M. TO 12:00 P.M.

- Initiating Investigations
 - Securing the site
 - Overview of incident management tasks
 - Overview of investigation teams
- Gathering Data
 - Types of data: The four P's: people, physical, paper, and position
 - Fragility of data
 - Data from people
 - Physical data
 - Paper data
 - Position data
 - Workshop: Identifying data needs
- Investigation Programs
 - Common incident investigation/RCA program problems
- General Resources
 - SOURCE™ Toolkit – useful data collection forms

- Pocket guide to investigation
- Course study guide
- Workshop: Simulated incident investigation