



Root Cause ANALYSIS

Using Effective CAPA Plans for Continuous Improvement



Effective
Human
Intervention
LEADERS IN TRAINING

This 2-Day Root Cause Analysis (RCA) workshop is designed to equip participants with the knowledge and practical skills required to identify and address the root causes of complex problems.



Recognised for Continuing Professional Development (CPD) by SAAMA in accordance with ECSA guidelines



South African Institute of Occupational Safety and Health
Accredited - 5 CPD Points

EHI HAS BEEN ACCREDITED BY MERSETA | ACCREDITATION No: 17-QA/ACC/0603/23 | B-BBEE LEVEL 2 CONTRIBUTOR

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COURSE SYNOPSIS:

This two-day Root Cause Analysis (RCA) workshop provides participants with a focused exploration of RCA fundamentals and methodologies.

By the end of the workshop, participants will have a solid understanding of RCA principles, methodologies, and practical application, enabling them to apply these skills effectively in their respective roles. The format ensures a focused and immersive learning experience within the two-day timeframe.



Day 1 covers the basics, including an introduction to RCA, the 5 Whys method, and Fishbone Diagrams. Participants engage in hands-on exercises to apply these techniques to real-world scenarios.

Day 2 delves into advanced RCA techniques, including Pareto Analysis and Fault Tree Analysis. The session also covers the integration of RCA into decision-making processes and explores the practical application of RCA in different industries through case studies. The workshop concludes with a practical exercise where participants develop a corrective and preventive action (CAPA) plan based on the findings from the RCA process.

COURSE OBJECTIVES:

- Understand the importance of Root Cause Analysis in problem-solving and continuous improvement.
- Learn various RCA methodologies and techniques.
- Develop the skills to identify and analyse root causes of complex issues.
- Apply RCA concepts to real-world scenarios.
- Implement effective preventive and corrective actions based on RCA findings.
- Gain practical experience through hands-on exercises and case studies.

ABOUT YOUR COURSE FACILITATOR

Mike Bosse is registered with various Sector Education and Training Authorities for subjects ranging from Engineering to Manufacturing as well as Learnership and Human Resource Management. His experience was gained in the Automobile Manufacturing Industry as well as the Steel Manufacturing and Elevator and Escalator Industries.

For the past 15 years Mike has conducted courses for various large corporations across Southern Africa including Mozambique, Swaziland, Namibia, Democratic Republic of Congo.

WHO SHOULD ATTEND?

- ✓ Quality and Process Engineers
- ✓ Technicians
- ✓ Corrective Action Coordinators or Managers
- ✓ Supervisors
- ✓ Team Leaders, and Process Operators
- ✓ Anyone who wants to improve their ability to solve recurring problems.

BENEFITS INCLUDE:

- Participation in an interactive workshop.
- Learn by interacting with other course attendees in similar problem situations.
- Supportive Workbook to exercise the techniques and skills demonstrated in the course.
- Certificate of Completion on successfully completing all the required Workbook tasks
- Accredited to gain 2 CPD points by SAAMA
- Accredited to gain 5 CPD credits by SAIOSH



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DAY 1: FUNDAMENTALS OF RCA

Morning Session: Fundamentals of RCA and Methodologies

Morning Session:

- Introduction to Root Cause Analysis (RCA)
- Importance of RCA in problem-solving and decision-making
- Key concepts: Root causes, contributing factors, and symptoms
- Overview of common RCA methodologies

Afternoon Session:

- In-depth exploration of the 5 Whys method
- Practical application: Group exercise using the 5 Whys on a provided case study
- Introduction to Fishbone Diagram (Ishikawa)

Practical exercise: Creating a Fishbone Diagram and its corresponding 5Why Diagram for a given problem

DAY 2: RCA TECHNIQUES AND APPLICATION

Morning Session:

- Pareto Analysis: Prioritizing root causes
- Fault Tree Analysis: Analysing complex systems and events
- RCA software tools and their application
- Group discussion: Selecting the right RCA methodology for different scenarios

Afternoon Session:

- Integrating RCA into the decision-making process
- Case studies: Applying RCA in various industries
- Evaluating and implementing preventive and corrective actions (CAPA)

Practical exercise: Developing a CAPA plan



CUSTOMISED VIRTUAL TRAINING AND/OR IN-HOUSE TRAINING

If you wish to organize a Virtual Instructor Led Training session or In-House session for your organization, we will custom design a session that will help you achieve your desired learning goal. The main advantage of custom designed VILT, in addition to being significantly cost effective, is that they address topics specifically related to the needs of your organization. **To discuss the possibility of designing and conducting such a session or In-House training session, contact us on 021 979 5891 or callie@ehiafrica.co.za for a comprehensive quotation.**



REGISTRATION

Registration will commence at 08:00 on the first day with the course beginning at 08:30 on each day.

Refreshments will be provided at appropriate intervals, and lunch will be served at 12:30. The course will conclude at 16:30 on each day.

**All timings are approximate due to the interactive nature of the course.*