

Root Cause Analysis for Problem Management

Course Fees: RM990

Root cause analysis (RCA) is a method of problem solving that looks at the root cause of events rather than focusing on the initial 'symptom'. By focusing on the root cause, it is hoped that the likelihood of problem recurrence will be reduced or eliminated. However, it is recognized that complete prevention of recurrence by a single intervention is not always possible. Therefore, root cause analysis should be thought of as a process of continuous improvement.

Course Objectives

This one day Root Cause Analysis course is aimed at helping participants at all levels to improve the ability to focus on continuous improvement within their organization. Root Cause Analysis is a useful process to be aware of in all situations and can be adapted to suit many requirements.

Root cause analysis is a series of tools and measurements rather than a single approach in itself. Through the use of these tools, the user/s are able to identify the key to an issue and take steps to ensure that the problem does not reoccur.

This course is aimed at helping participants become effective at root cause analysis by focusing on the following areas:

- **Basic Principles of Root Cause Analysis** - Highlighting why we need root cause analysis, its benefits and what it can be used for.
- **Pareto and Stratification** - Reviewing the importance of data and how to focus on the vital few issues that will really make an impact. This section also focuses on how to effectively use Pareto Analysis and stratify data accordingly.
- **Defining the Problem, 5W1H** - Using a logical analysis tool to guarantee that a problem or topic is analyzed taking a complete view of all essential aspects. Defining a clear problem statement from the outset.
- **Fishbone Analysis** - Helping participants identify, explore and visually display in increasing detail the many potential causes of a problem or effect, in order to discover the root cause.
- **5 Why's** - Another analysis tool to get to the root cause of a problem. Using the technique effectively will define the root cause of any non-conformances and subsequently lead to defining effective long term corrective actions.
- **Implementing Solutions** - Reviewing a collection of tools and methodologies that help participants implement actions upon defining the root cause.

Participants will also have the opportunity to apply these tools to a real issue and identify a real performance/cost improvement. Finally, participants will look at implementing their solutions using several new methods.

For more information speak to one of our highly experienced IT Service Management Consultants today



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