



Root Cause Analysis Training - Syllabus

Syllabus

Root Cause Analysis Training (3 days)

Course Plan

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Objectives

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Objective 3: Understand the criteria for a good finding description	3
Objective 4: Get familiar with examples of evidence	3
Objective 5: Get familiar with the different models in Root Cause Analysis	4
Objective 6: Get to know a method of root cause classification	4
Objective 7: Be predictive and identify possible root causes	4
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Objective 9: Get familiar with the development and implementation of CAR & CAP.....	5
Objective 10: Understand the importance of tracking a corrective action	6
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1 Day 1

1.1 Module 01: Understand complex problems		
Objectives	Contents of Module	Practical Training/Discussion
Objective 1: Understand complex problems Objective 2: Identify findings and problems to prevent reoccurrence	Identify Findings / Problems: <ul style="list-style-type: none"> • The key to a good finding / problem • 5 Whys • Do's and Don'ts • Power of asking questions 	Group work on identifying findings / problems

1.2 Module 02/03: Finding & Evidence Review + Exercise		
Objectives	Contents of module	Practical Training/Discussion
Objective 3: Understand the criteria for a good finding description Objective 4: Get familiar with examples of evidence	<ul style="list-style-type: none"> • Criteria for a good finding description • Examples of Evidence 	Exercise on finding review

2 Day 2

2.1 Module 04: Models to help understanding findings/problems		
Objectives	Contents of Module	Practical Training/Discussion
Objective 5: Get familiar with the different models in Root Cause Analysis	Using models in Root Causes Analysis: <ul style="list-style-type: none"> • Swiss Cheese Model • Human Factors Analysis and Classification System (HFACS) • Ishikawa Fishbone • 5 Whys • IATA Table of cause 	

2.2 Module 05: Recommended Root Causes Classification Table		
Objectives	Contents of Module	Practical Training/Discussion
Objective 6: Get to know a method of root cause classification	<ul style="list-style-type: none"> • Organizational Influences • Unsafe Supervision • Preconditions for Unsafe Acts • Particular examples for Sub-categories 	

2.3 Module 06: Exercise and Practice – Finding Root Causes		
Objectives	Contents of Module	Practical Training/Discussion
Objective 7: Be predictive and identify possible root causes	<ul style="list-style-type: none"> • Identify the problem • Identify possible causes 	Exercise on different scenarios

2.4 Module 07: Failure Mode & Effects Analysis (FMEA)

Objectives	Contents of Module	Practical Training/Discussion
Objective 8: Understand the concept of Failure Mode & Effects Analysis (FMEA)	<ul style="list-style-type: none"> • Definition • Different types of FMEA 	Group discussion about the limitations of FMEA

2.5 Module 08: Developing & Implementing (CAR & CAP)

Objectives	Contents of Module	Practical Training/Discussion
Objective 9: Get familiar with the development and implementation of CAR & CAP	<ul style="list-style-type: none"> • Definition • Development • Implementation 	Group work on the development of CAR & CAP

3 Day 3

3.1 Module 09: Tracking a Corrective Action		
Objectives	Contents of Module	Practical Training/Discussion
Objective 10: Understand the importance of tracking a corrective action	<ul style="list-style-type: none"> • Tracking a Corrective Action • Background • Responsibilities 	Group exercise on nomination of responsible persons to track a corrective action

3.2 Module 10: Validating a Corrective Action		
Objectives	Contents of Module	Practical Training/Discussion
Objective 11: Get an overview of existing validation methods	<ul style="list-style-type: none"> • Reviewing the corrective action plan (CAP) • Validation methods • Management review 	