

Root Cause Investigation and Corrective Action

Course Outline

1. *Root Cause Analysis Overview*
 - a. *Overview of Root Cause Analysis*
2. *Form & Focus the Team*
 - a. *Form a Team*
 - b. *Focus the Team*
 - c. *Understand the Problem*
3. *Find the Root Cause*
 - a. *Create a cause & effect diagram*
 - b. *Explore chains of causes*
 - c. *Study interrelationships*
 - d. *Use data analysis & investigative tools*
 - e. *Identify root causes*
4. *Fix the Root Cause*
 - a. *Propose potential solutions*
 - b. *Select the "best" solution*
 - c. *Conduct a reality test*
 - d. *Develop Action Plan to implement solution*
 - e. *Verify the solution*
5. *Finalize the Solution*
 - a. *Validate the solution*
 - b. *Update documentation*
 - c. *Train*
 - d. *Start audits*
 - e. *Transfer knowledge*
6. *Overcoming Barriers*
 - a. *10 barriers to Root Causes Analysis with potential remedies*