



# ROOT CAUSE ANALYSIS



## Course Information

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|-----------------|---------------------------------------------|
| Course Name     | Root Cause Analysis                         |
| Course Designer | World Wide Industrial and Systems Engineers |
| Course Category | Health and Safety Management                |
| Course Duration | 4 days                                      |
| Cost of Course  | R11 000,00 per delegate (excluding 15% VAT) |

## Course Overview

Delegates will work hard on this workshop – *We strive for one hundred percent because less is costly – what would be 1% of error in your company – what would it come to in financial terms and sales?* The purpose is for Delegates to learn to understand a problem and the method to a best solution; but which approach is right for this type of problem forms part of the workshop's learning process.

## Root Cause Analysis

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| <b>Who should attend?</b> | <ul style="list-style-type: none"> <li>Quality managers, Quality Engineers, Software, Food &amp; Drug, etc. professionals who wish to apply the RCA model and methodology to problem solving together with obtaining a clear knowledge of RCA associated techniques and its application to continuous quality improvement.</li> <li>Organisations wishing to move away from firefighting to a problem elimination approach.</li> <li>Organisations wishing to comply with the requirements of Clinical Negligence Schemes (CNST) and Risk Pool Schemes (RPST)</li> </ul>                                                                                           |
| <b>Course Objectives</b>  | <ul style="list-style-type: none"> <li>The first step in any root cause analysis is to identify the problem. The question is, which tool would you use? Delegates will be exposed to four exercises, each takes half-a-day to understand, work on and find the solution to.</li> <li>Each exercise is a different method of find the root cause – problems are categorised into types of problems and therefore cannot be answered with one approach.</li> <li>There are several good approaches, but then there are better approaches, and even best approaches.</li> <li>All forms and documentation for each problem they are provided to Delegates.</li> </ul> |
| <b>Benefits</b>           | <ul style="list-style-type: none"> <li>Delegates return with in-depth knowledge and a new skill enabling them to find permanent solutions and not just fixes to problems.</li> <li>Delegates will be able to guide a team or participate in a team environment and offer new in-depth methods to resolving the problem, seeing it in a different light with a best solution approach.</li> </ul>                                                                                                                                                                                                                                                                   |

## Course Content

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| <b>Course Modules</b> | <ul style="list-style-type: none"> <li>What is good enough, and what are Apparent Causes and Root Causes?</li> <li>We discuss the objectivity in Problem Solving and Developing Solutions.</li> </ul> |
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|                      | <ul style="list-style-type: none"> <li>• What are Contributory Circumstances and how do we prevent a recurrence?</li> <li>• Selecting and Comparison of, and Final Selection of, Analysis Techniques.</li> <li>• Pulse Points and Validation Concepts.</li> <li>• Structured Approaches to Root Cause Analysis.</li> <li>• Methods and Process – Pitfalls and Remedies.</li> <li>• Solution Matrix</li> </ul>                                                                                            |
| <b>Certification</b> | <ul style="list-style-type: none"> <li>• All delegates who successfully pass the assessment over 60% will be issued with a certificate of competence.</li> <li>• If you receive lower than 60% a certificate of attendance will be issued.</li> </ul>                                                                                                                                                                                                                                                    |
| <b>Assessments</b>   | <ul style="list-style-type: none"> <li>• An Assessment at the end of the course will be required.</li> <li>• A minimum of 60% is to be achieved to attain a Competence Certificate.</li> <li>• If you achieve lower than 60% but get between 40 – 59% a second attempt will become available.</li> <li>• If you get lower than 40% and fail the second attempt, you will need to re-purchase the course.</li> <li>• An attendance certificate is awarded to you regardless of a pass or fail.</li> </ul> |

## About WWiSE

### Who are we?

World Wide Industrial & Systems Engineers (WWiSE) is an ISO/OHSAS consultancy, training, business solutions and systems implementation firm based in Southern Africa that provides clients with effective business processes and Safety, Health, Environmental and Quality (SHEQ) management solutions in preparation for ISO and OHSAS compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, locally and internationally. We also strive to be the leading training providers in SHEQ, ISO, Engineering, Finance, Business and Project Management.

### What do we do?

Our services are aimed at the improvement of quality, efficiency, knowledge and competitiveness of client companies. The service range includes:

- ISO and SHEQ Systems implementation services whereby we assist client companies in meeting the requirements of ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001 and ISO 45001 standards.
- Integrated Management Systems development whereby we integrate several business systems and quality management solutions into a single management system to comply with various quality and safety standards.
- Training of all employees (Shop Floor to Executive Management) in the fields of SHEQ, Engineering, Finance, Business and Project Management to meet the job responsibilities and expertise requirements of International Standards.
- ISO, OHSAS Legal auditing which includes gap analysis audits, product, process, procedural, and systems auditing by our registered SAATCA auditors.
- Customised web-based solutions integrating current systems to be in line with ISO and OHSAS requirements

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training and auditing.