BA17 - Advanced Root Cause Analysis

Category: Project Management & Business Skills | **Vendor:** Various

Duration: 16.00 hours (2 days) **13.0 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

Problem determination skills cannot be acquired by reading a book. They mostly come from experience. After this course, you will have a general understanding of a structured problem determination approach, which you can then apply in your daily work.

About This Course

Problem determination skills cannot be acquired by reading a book. They mostly come from experience. After this course, you will have a general understanding of a structured problem determination approach, which you can then apply in your daily work.

Who Should Attend

Executives, Project Managers, Business Analysts, Business and IT stakeholders working with analysts, 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.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

At the completion of this course, you should be able to:Identify the different types of tools and techniques availableApply change management successfullyReview what to look for when applying business case thinking to Root Cause AnalysisDevelop a process to systematically approach problems

Detailed Course Outline

RCA Foundation Concepts and Objectives

- Section Learning Objectives
- Discuss Definitions IT Perspective
- Discuss What is a problem and why do they exist
- Exercise 1a: Why is RCA important
- What is Root Cause
- RCA Benefits and Approaches
- Exercise 1b: Why are multiple approaches important
- Event and Casual Analysis
- Exercise 1c: Apply Event and Causal Analysis
- Event and Causal Analysis: Exercise 1c Worksheet
- RCA Tools for each approach
- Exercise 1D: Prepare for Case Study
- Section Summary and Conclusions

Enhance Use of RCA Tools

- Why use a Particular Method
- Tool: Change Analysis
- Change Analysis Examples
- Exercise 2a: Apply Change Analysis
- Exercise 2b: Change Analysis Worksheet
- Tool: How to Resolve Conflict
- Tool: 5 Whys
- Example Learning Management Problem
- Exercise 2b: Apply 5 Whys Sequence-of-Events
- Exercise 2b: Worksheet
- Tool: Cause and Effect
- Exercise 2c: Apply Cause and Effect
- Exercise 2c: Cause and Effect Worksheet
- Tool: Fault Tree Analysis
- Why do we use Fault Tree Analysis
- How does it work
- Fault Tree Diagram Symbols
- Example #1 of FTA: Car Hits Object
- Exercise 2D: Apply Fault Tree Analysis
- Tool: Failure Modes and Effects Analysis (FMEA)
- Example: Failure Modes and Effects Analysis
- Exercise 2E: Apply FMEA
- Tool: Design / Application Review
- Exercise 2d: Apply Design/Application Review
- Section summary & conclusions

Problem Resolution & Prevention

- Section Objectives
- The Secret of Solving Problems
- A Note about Statistical Control
- A Note about Fire Fighting
- Technique: Business Process Mapping
- Example: IGOE
- Exercise 3A: Problem as IGOE
- Exercise 3A: IGOE Template
- Technique: Lean Six Sigma and DMAIC
- Lean Six Sigma Benefits
- Exercise 3B: Apply Lean Six Sigma
- Importance of Understanding the Business Process
- The Business Process Mandate
- Technique: Process Modeling
- Graphical Notation Standard (BPMN)
- What is Business Process Modeling Notation (BPMN)
- Benefits of BPMN
- Basic Components of BPMN
- Exercise 3C: Use BPMN to Document a Current State
- Technique: Business Process Maturity Model
- Five Levels of Maturity
- Exercise 3D: Appraise Business Process Maturity Level
- Section Summary and Conclusions

Capability Improvement for RCA

- Section Learning Objectives
- Steps in Disciplined Problem Solving
- RCA as a RCA Process
- Key RCA Role Considerations
- Exercise 4A: Apply RCA to RCA Process
- Sustainable RCA Improvement
- Organizational Units
- Process Area Goals, Practices
- Specific and General Practices
- Specific Practice Examples
- Software Maturity Survey
- Exercise 4B: Apply Strengths, Weakness, Opportunities and Threats (SWOT) to RCA
- SWOT Analysis Worksheet
- Recognize the importance of the Change Management component in your RCA implementation
- Using the ADKAR Model to Communicate Change
- Review ADKAR®© Model
- Awareness of the need for change
- Desire to participate and support the change
- Knowledge on how to change
- Ability to implement required skills and behaviors
- Reinforcement to sustain the change
- Exercise 4C: Create an Ability Checklist
- The ADKAR Model: Reinforcement
- Exercise 4D: Find two examples of how ADKAR will be different
- Section Summary and Conclusions

Course Summary & Conclusions

- Plan the Proposal and Business Case
- Example: 1 Page Business Case
- Exercise 5A: Creating Action Plans
- Resource Guide
- Questions

Additional Course Details

Nexus Humans BA17 - Advanced Root Cause Analysis training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the BA17 - Advanced Root Cause Analysis course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for BA17 - Advanced Root Cause Analysis?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 2-day BA17 - Advanced Root Cause Analysis course provides up to 13.0 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the BA17 - Advanced Root Cause Analysis training?

The training takes place over 2 day(s), with each day lasting approximately 16.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for BA17 - Advanced Root Cause Analysis?

Yes, we provide corporate training, dedicated training, and closed classes for BA17 - Advanced Root Cause Analysis. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for BA17 - Advanced Root Cause Analysis?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your BA17 - Advanced Root Cause Analysis training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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