BA17 - Problem Determination Root Cause Analysis (RCA)

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

Business success is dependent on effective resolution of the problems that present themselves every day. Often the same or similar problems continue causing repeated losses in time or money and your staff become experts at fixing rather than preventing the problems. Learn to find and fix root causes and develop corrective actions that will effectively eliminate or control these problems.

About This Course

Business success is dependent on effective resolution of the problems that present themselves every day. Often the same or similar problems continue causing repeated losses in time or money and your staff become experts at fixing rather than preventing the problems. Learn to find and fix root causes and develop corrective actions that will effectively eliminate or control these problems.

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 available

Apply change management successfully

Review what to look for when applying business case thinking to Root Cause Analysis

Develop a process to systematically approach problems

Detailed Course Outline

Section 1: RCA Foundation Concepts and Objectives

- Section Learning Objectives
- Discuss Definitions IT Perspective
- Discuss What is a problem and why do they exist
- What is Root Cause
- RCA Benefits and Approaches
- Event and Casual Analysis
- Event and Causal Analysis: Exercise 1c Worksheet
- RCA Tools for each approach
- Section Summary and Conclusions

Section 2: Enhance use of RCA tools

- Why use a Particular Method
- Tool: Change Analysis
- Change Analysis Examples
- Tool: How to Resolve Conflict
- Tool: 5 Whys
- Example Learning Management Problem
- Tool: Cause and Effect
- 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
- Tool: Failure Modes and Effects Analysis (FMEA)
- Example: Failure Modes and Effects Analysis
- Tool: Design / Application Review

Section 3: Problem Resolution and Prevention

- Section Objectives
- The Secret of Solving Problems:
- -A Note about Statistical Control
- -A Note about Fire Fighting
- Technique: Business Process Mapping
- Example: IGOE
- Technique: Lean Six Sigma and DMAIC
- Lean Six Sigma Benefits
- 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
- Technique: Business Process Maturity Model
- Five Levels of Maturity

Section 4: Capability Improvement for RCA

- Steps in Disciplined Problem Solving
- RCA as a RCA Process
- Key RCA Role Considerations
- Sustainable RCA Improvement
- Organizational Units
- Process Area Goals, Practices
- Specific and General Practices
- Specific Practice Examples
- Software Maturity Survey
- 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
- The ADKAR Model: Reinforcement

Section 5: Course Summary and Conclusions

- Plan the Proposal and Business Case
- Example: 1 Page Business Case
- Resource Guide
- Questions

Additional Course Details

Nexus Humans BA17 - Problem Determination Root Cause Analysis (RCA) 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 - Problem Determination Root Cause Analysis (RCA) 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 - Problem Determination Root Cause Analysis (RCA)?

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 - Problem Determination Root Cause Analysis (RCA) 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 - Problem Determination Root Cause Analysis (RCA) 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 - Problem Determination Root Cause Analysis (RCA)?

Yes, we provide corporate training, dedicated training, and closed classes for BA17 - Problem Determination Root Cause Analysis (RCA). 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 - Problem Determination Root Cause Analysis (RCA)?

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 - Problem Determination Root Cause Analysis (RCA) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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