

Online Training Program on Certified Professional on Root Cause Analysis (RCA) (4 Days Evening Batch)

Date : 27th to 30th January'2021, Time: 6:00 PM to 10:00 PM

Course Features

The training provides a clear understanding regarding the activities of Correction, Corrective Action and Preventive Actions and the difference between the terms. This training explains, with examples, the guidelines for carrying Preventive Actions through Risk Based Approach for potential problems and Corrective Actions through an effective Root Cause Analysis process whenever problems are encountered/ complaints are reported to enable organisation to ensure action against each root-cause.

Course Objectives

Course Objective is to provide a sound knowledge of problem-solving techniques to the participants and Certify them as professional in the activity of Root Cause Analysis, which will help them to:

- ♣ Improve their skills regarding analysis of problems
- ♣ Improve quality of processes in their organisation
- ♣ Improve consistency of quality of goods and services
- ♣ Establish a proactive culture of prevention and improvement
- ♣ Enhance customer satisfaction

Who should attend?

Senior and Middle level Managers and Executives from Operations, Quality, Supply Chain, Maintenance, Planning, Project Management, etc., working in industry of any type who are involved in the activity of problem identification, problem analysis and decision-making activities for their organisation and desiring to become Certified Professionals in RCA.



Course Contents

- **Introduction**
- ♣ Correction. Corrective Action, Preventive Action and Root Cause Analysis – clear understanding of the terms

- **Why Correction, Corrective Action and Preventive Action, RCA**
- ♣ Relation between Corrective Action and RCA

- **New terminology and Importance of Preventive Action as per ISO Systems (ISO 31000:2018, ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018)**
- ♣ Principles and Guidelines for Risk Based Thinking (Preventive Action)
- ♣ Terms and Definitions
- ♣ Process Approach
- ♣ Elements of a Single Process
- ♣ PDCA Cycle
- ♣ Preventive Action and Risk Based Thinking in Quality Management System ISO 9001:2015
- ♣ Preventive Action and Risk Based Thinking in Environmental Management System in ISO 14001:2015
- ♣ Preventive Action and Risk Based Thinking in Occupational Health & Safety Management System ISO 45001:2018
- ♣ Context of the Organisation – External Issues, Internal Issues, Needs and Expectations of Interested Parties and Risks associated
- ♣ Group Exercise on Risk Based Thinking
- ♣ Q&A

Course Contents

• Preventive Action - Risk Management

- ♣ Risk Criteria
- ♣ Risk Identification
- ♣ Risk Rating
- ♣ Planning of Mitigation action
- ♣ Assessment of effectiveness of action
- ♣ Role of Leadership
- ♣ Integration of actions into Management Processes
- ♣ Evaluation of Risk Assessment Capability
- ♣ Group Exercise on Risk Assessment for at Organisation level and Operation levels (Strategy, Business Process, Quality, Environment and Occupational Health)

• Risk Assessment Techniques

- ♣ Q&A

• Root-Cause Analysis

- ♣ Why RCA
- ♣ Major steps for carrying out RCA

• Tools for RCA

- ♣ Brainstorming
- ♣ Edward De Bono's 6 Hat Method of Brain Storming
- ♣ Group Exercise on Brainstorming by Edward De Bono's Method

• Tools for RCA (contd..)

- ♣ Pareto Analysis
- ♣ Fish-Bone diagram (Cause and Effect diagram)
- ♣ 5 Why's
- ♣ Tree Diagram
- ♣ Group Exercise on use of Fish Bone Diagram for Root Cause Analysis
- ♣ Q&A

• Exam – 1 ½ hours – Objective and Subjective type questions

End of Session



Issue of Certificate

Certificate of successful attendance shall be issued to all the delegates who attend entire duration of the course and clear online examination.

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Duration: 4 hours including 30 minutes break

Registration Fee : Rs. 5,000 + 18 % GST Per Participant

To Register and Pay : [Click Here](#)

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