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PHOENIX TS

Root Cause Analysis

Course Overview

This one-day course focuses on the team approach to addressing issues. Participants will understand the methodologies used in root cause analysis and the importance of using the correct tools during a root cause investigation. By discovering how to utilize these tools, as well as the scientific method and statistics, participants will be able to implement root cause solutions into their organizations.

During this course, participants will:

- Discuss the scientific method
- Determine how to identify tools that can be used to correct actions
- Understand how to implement RCA tools into real world situations
- Study statistical information and data analysis
- Learn how to address customer compliance issues

Schedule

Course Outline

Module 1: Understanding the Scientific Method

Module 2: introduction to Quality Tools

Module 3: Introduction to Management Tools

Module 4: Additional Root Cause Analysis Tools

Module 5: Data Analysis and Root Cause Analysis

Module 6: Customer Compliance Issues

Module 7: Examples of Root Cause Analysis

Module 8: What is Root Cause Analysis?

Module 9: Root Cause Analysis Background

Module 10: Quality Tools



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Module 11: Management Tools

Module 12: Tools used in Root Cause Analysis

Module 13: Data Analysis Information

Module 14: Addressing Customer Concerns

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