

SIRF Roundtables

Problem Solving

ROOT CAUSE ANALYSIS

12STEPS +  CAUSE TREE

12-Step RCA

Problem Solving

Course Outline

Introduction

The 12-Step RCA process is a powerful tool used to solve complex problems & repeat issues where we need to dig deeper into causes to uncover root cause/s, establish causal relationships & generate creative solutions that fix problems forever

Stronger tools such as the 12-Step RCA are normally applied to high-risk issues. They can also be started by escalating a problem from a 5Y or from our A3 team-based analysis when we realize a stronger tool is needed to get on top of the issue

RCA's are ideally multi department based activities and it is really important to engage the stakeholder groups that are impacted by the issue to ensure we have all perspectives

This RCA process culminates in a business case with well thought out solution options that make genuine business sense & help you engage with management & support genuine business improvements

12-Step Theory & Worked Scenario's:

- Benefits of structured problem solving
- Human bias and the barriers to successful problem solving
- Risk ratings & prioritization of issues
- RCA2Go software training
- Problem definition
- Focus Phase: Exploration of the first four steps around a worked scenario
- Find Causes: Develop understanding of the problem, brainstorm for causes (Ishikawa / Fishbone) & develop cause tree.
- Using the three-way test to validate causes
- Exploration of Human Factors
- Worked scenario from step 1 through to actually solving the problem
- Fix Forever: Structured exploration of solution options through to completion
- Worked scenario around Combination Causes

Real Problem & Business Case

The majority of the second half of this course is spent in small groups working on real, current problems from the trainee's workplace. Each group works as a team on an issue from, defining the problem, right through to exploration of solution options. Trainees develop a structured Business Case (lifecycle model) with multiple options and written recommendations for business improvements

Workshop Methodology

This course is presented in a group setting (face2face or online) with the participants involved in team-based activities. Trainees work through a mix of scenarios around events, conditions, combination causes. Trainees work in small group RCA's on real problems from the trainee's workplace. Trainees are guided through the 12-Step process including discovering innovative solutions on their real problems which culminates in a business case with recommendations



Contact for more information:
rca@sirfrt.com



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Learning Outcomes

-THE 12-STEP RCA PROCESS:

Trainees gain a thorough understanding of the 12-Step RCA process & human bias (barriers to success). Trainees become familiar with the RCA2Go software & receive complementary access to the software for 12 months

-THE IMPORTANCE OF STAKEHOLDERS:

FUNCTIONAL GROUPS: Trainees learn the benefits of different perspectives and the importance of engaging the stakeholders / departments

-ISSUE TRACKING & ESCALATION:

Understand the importance of a tiered issue escalation process. When to escalate / start an RCA & the importance of issue tracking / completion in their workplace which forms a key part of any continuous improvement process

-REAL PROJECTS:

Trainees complete an RCA on a real issue and build this right through to development of a Business Case with alternative solution options, estimated costs, Return on Investment (ROI) and written recommendations

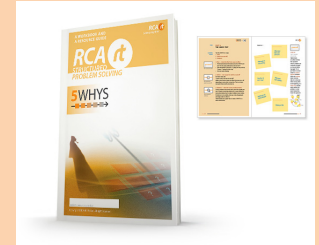
Business Benefits

Companies that help employees implement structured 12-Step problem-solving into their systems experience:

- Structured tiered problem-solving initiatives
- Enhanced employee engagement with ownership of issues & escalation for support
- Reduced reactivity in the workplace
- Constructive improvement ideas being raised from lower levels
- Active coaching culture around issue analysis & recommendations
- Root causes being fixed properly.
- Employees being more open minded to other causes / solutions

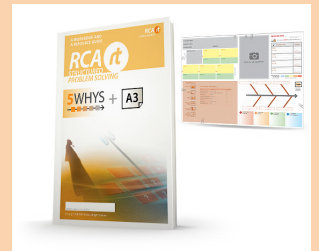
Other Courses

5 Why's



- When to use 5 Why's
- Three-way test
- Real problems from your workplace

A3 Problem-Solving



- Fishbone / Ishikawa
- An effective A3
- When to use an A3
- Real problem from your workplace

HSEQ (ICAM)



Follows Professor James Reason's Swiss Cheese causation model for Incident Cause Analysis Method (ICAM).
NOTE: The 12-Step RCA is a pre-requisite



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About our SIRF Roundtables Trainers

All of our trainers are accredited by RCARt on the training delivery & software coaching. Our trainers have worked with & supported problem-solving initiatives in a broad range of industries including: mining, mineral processing, manufacturing, dairy, food, water, power generation, timber, defence, manufacturing assembly, oil & gas, pharmaceutical, pulp & paper, automotive, health care, government.

All of our SIRF Roundtables trainers pride themselves on delivering genuine business outcomes for clients from every 5 Why's, A3, 12-Step RCA or HSEQ (ICAM) delivery. It is said you are only as good as your last effort so we take pride in making sure our delivery is of the highest standard possible regardless of the delivery mode / location.

Who Should Attend

This training is aimed at team leader through to senior management levels and anyone wanting to lead / coach problem-solving initiatives in the workplace looking to influence workplace culture.

A tiered problem-solving process forms a pivotal part of any good continuous improvement initiative.

Testimonials

"The RCA training Jeff has delivered has started our journey on a better process for investigating and learning. I've already seen positive impacts in the team from those who have conducted the training. The program looks easy to use and there are more now lining up for future sessions - it's great to see some positive energy" – Lochard Energy



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