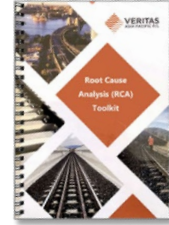


Root Cause Analysis

<p>Objectives</p>	<p>By the end of the two days, participants will be able to:</p> <ol style="list-style-type: none"> 1. Understand the difference between a root cause and a symptom; 2. Know how to compose a problem statement; 3. Be able to use: <ol style="list-style-type: none"> i. Process mapping, SIPOC and IPO ii. Brainstorming iii. "5 Whys" technique iv. Fishbone (Ishikawa) Diagrams v. Affinity Diagrams 4. Understand the most suitable method or combination of methods to use for certain problems 	
<p>Agenda</p>	<p style="text-align: center;">Day 1</p> <p>Introductions Symptoms vs Causes Problem Definition A3 SIPOC & Flowcharting Brainstorming 5 Whys</p>	<p style="text-align: center;">Day 2</p> <p>Recap Day 1 Fishbone diagram Affinity Diagram Cause & Effect Matrix FMEA Bow Tie Diagram Day 2 Summary</p>
<p>Practical Exercises</p>	<p>A number of case studies will be showcased during the 2 days using your organisations own data to explore in detail, a number of techniques introduced and discussed in the workshop.</p>	
<p>Learning Materials</p>	<p>Presentation Slides Practical Tailored Exercises VERITAS RCA Toolkit VERITAS RCA Desktop A3 Placemat Mentoring / Coaching Sessions</p>	
<p>Certification</p>	<p>A Certificate of Completion will be issued to all participants that complete the 2 day program supporting CPD and any HR requirements.</p>	
<p>Support</p>	<p>2 X 20 mins coaching / mentoring sessions¹ per participant</p>	
<p>Duration</p>	<p>2 days running between 8:00 AM to 4:00 PM with breaks for morning & afternoon tea and a lunch break between 12:00 PM and 12:30 PM</p>	
<p>Participants</p>	<p>Number of participants per course: 10</p>	
<p>Cost</p>	<p>For costing enquiries please email contact@veritas-asiapacific.com</p>	



¹ Coaching / Mentoring sessions will be supported via TEAMS environment. Sessions are not transferable between participants and must be scheduled and completed within 4 weeks of attending the program.