



Internationally Accredited by:



## RCA Training: Instructor-Led Online Training (10 Hours) Leading to Lean Six Sigma White Belt Certification

Price: \$660 + GST (Includes Examination & Completion Certification)

**Duration: 10 hours over 3 half days**  
**Mode: Online Instructor-Led Sessions**  
**using Cisco WebEx / Zoom / MS Team**

**5 Modules, 10 Hours, 3 Half Days**  
**Day 1 | 4 Hours | 9am-1pm | Module 1 & 2**  
**Day 2 | 4 Hours | 9am-1pm | Module 3 & 4**  
**Day 3 | 2 Hours | 9am-11am | Module 5**

Learn how to investigate and solve your problems, so that you leave them behind for good. The natural tendency of many individuals and organizations when presented with a problem is to jump to a solution, any solution. They do not systematically analyse the problem to determine a root cause before considering potential solutions.

Root cause analysis (RCA) is a class of problem-solving methods aimed at identifying the root causes of problems or events. The practice of RCA is predicated on the belief that problems are best solved by attempting to correct or eliminate root causes, as opposed to merely addressing the immediately obvious symptoms. By directing corrective measures at root causes, it is hoped that the likelihood of problem recurrence will be minimized or eliminated.

Therefore, this Root Cause Analysis training provides an introduction to analysing the root cause of a problem starting with a clear definition of the problem. The course will cover logical and root cause analysis tools that can be applied to identify potential root causes which then needs to be verified. Finally, the course considers how the root cause analysis process should be managed. Completion of this course will lead to the Lean Six Sigma White Belt Level. This course was presented to cover the following objectives:

- Identification and problem solving of systems & software issues
- Improvement of service & maintenance process
- Reduction of costs associated with repetitive tasks & trouble shooting
- Understanding of analysis techniques & tools

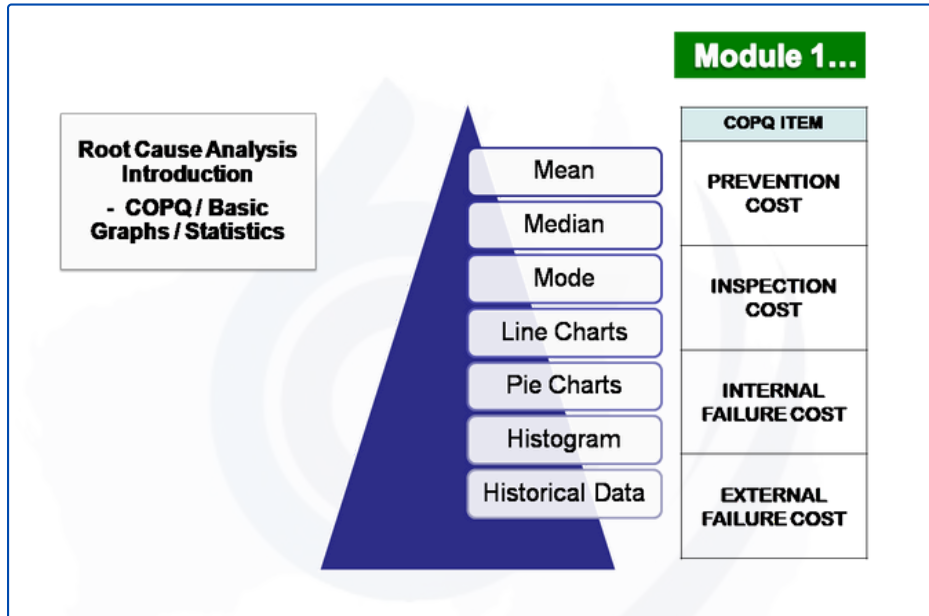
### Training Format / Course Content (including Workshops):



**Module 1: Root Cause Analysis**  
**Module 2: Root Cause Analysis Process**  
**Module 3: Logical Cause Analysis**  
**Module 4: Root Cause Analysis Tools**  
**Module 5: Managing the Analysis Process**

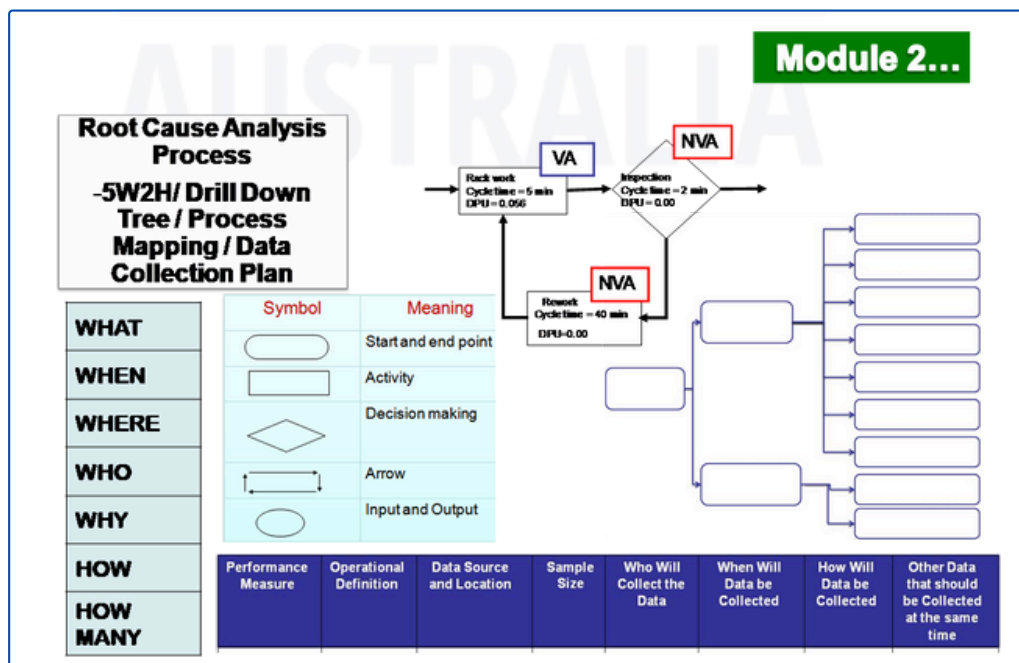
## Module 1: Root Cause Analysis (RCA) Introduction

- Introduction to RCA & Lean Six Sigma, QCC
- Cost of Poor Quality (COPQ)
- Basic Statistics in Problem Solving
- Workshop: Identify COPQs using Workbook



## Module 2: Root Cause Analysis Process

- 5W2H Problem Definition & Reporting Structure
- Drill Down Tree for Problem Identification
- Process Mapping and Flow Charting
- Workshop: Problems Identification & Process Mapping using workbook



### Module 3: Logical Cause Analysis

- 5W2H - Who, What, When, Where, Why, How & How Many
  - Basic Value Stream Mapping
  - Pareto Charts & Analysis
  - Data Collection Plan
  - Failure Modes and Effects Analysis (FMEA)
  - Workshop: Complete 5W2H for your Identified Problems

Module 3...

**Module 3:  
Logical Cause Analysis**  
- VSM / Pareto (QC Tools) / FMEA

	RATING	NARRATION
Severity:	1	Not Serious
	5	Seem Serious
	9	Very Serious
Occurrence:	1	Rare
	5	Seldom
	9	Often
Detection:	1	Easy
	5	Moderate
	9	Hard

\* Total Lead Time = 10 Days  
Processing Time = 18 mins

Part / process	Failure Mode	Failure Effects	SEV	Causes	OCC	Controls	DET	RPN	Action Recommended
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### Module 4: Root Cause Analysis Tools

- Ishikawa/Fishbone Diagrams (Cause and Effect)
- 5 Whys Analysis
- Check Sheets and Check Lists
- Verifying Root Causes
- Workshop: Create Fishbone Diagrams and 5 Why Analysis

Module 4...

**Module 4:  
Root Cause Analysis Tools**  
- Fishbone / 3x5 Whys / Check Sheets and Lists / Verification

Check sheet to record observation of the queuing time at the customer service counter. This is continuous data.

Purpose of inspection : Queuing time at customer service counter						
Inspection Criteria : 8 - 10 mins						
Observation	Range	MoMean	July 1	July 2	July 3	Total
1	7:00 - 7:50	7:25				19
2	7:50 - 8:00	7:55				23
3	8:00 - 8:30	8:25				22
4	8:30 - 9:00	8:55				19
5	9:00 - 9:30	9:25				24
6	9:30 - 10:00	9:25				23
7	10:00 - 10:30	10:25				17
8	10:30 - 11:00	10:25				26
<b>Total</b>			<b>89</b>	<b>66</b>	<b>62</b>	<b>177</b>

## Module 5: Managing the Analysis Process

- Brainstorming for Solutions
- PDCA Solutions Implementation Plan
- A3 Reporting Structure
- Workshop: Complete the 5W2H Solutions and A3 Reporting Structure

**Module 5...**

**Module 5:**  
**Managing the Analysis Process - Brainstorming / PDCA Action Plan / A3 Reporting Structure**

No.	Cause(s)	Solution(s) / Action(s)	Date	Resp.	PDCA
1					
2					
3					
4					
5					

**Problem - Solving A3**

<p>Background</p> <p>Current Condition</p> <p>Goal</p> <p>Root Cause Analysis</p>	<p>Countermeasures</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Suggested Cause</th> <th>Action Items</th> <th>PIC</th> <th>Due</th> <th>Findings</th> </tr> </thead> <tbody> <tr><td>1</td><td></td><td></td><td></td><td></td></tr> <tr><td>2</td><td></td><td></td><td></td><td></td></tr> <tr><td>3</td><td></td><td></td><td></td><td></td></tr> <tr><td>4</td><td></td><td></td><td></td><td></td></tr> <tr><td>5</td><td></td><td></td><td></td><td></td></tr> <tr><td>6</td><td></td><td></td><td></td><td></td></tr> <tr><td>7</td><td></td><td></td><td></td><td></td></tr> <tr><td>8</td><td></td><td></td><td></td><td></td></tr> <tr><td>9</td><td></td><td></td><td></td><td></td></tr> <tr><td>10</td><td></td><td></td><td></td><td></td></tr> </tbody> </table> <p>Effect Confirmation</p> <p>Follow Up Actions</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Investigation Items</th> <th>PIC</th> <th>Due</th> <th>Status</th> </tr> </thead> <tbody> <tr><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td></tr> </tbody> </table>	Suggested Cause	Action Items	PIC	Due	Findings	1					2					3					4					5					6					7					8					9					10					Investigation Items	PIC	Due	Status																																								
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### White Belt Level Certification (Internal Exam)

Exam Type:	Multiple Choice Questions
No. of Questions:	10 Questions
Examination:	Open Book Examination
Passing Rate:	70% and above
Duration of Exam:	30 minutes
Location of Exam:	Online (Google Forms)

**Note: Price includes cost of certification, materials in PDF, workbook, and templates**

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