

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

Price: \$790 + GST (Includes Internal Examination & Completion Certification)

Duration: 10 hours over 3 half days
Mode: Online Instructor-Led Sessions
using Zoom or MS Teams

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

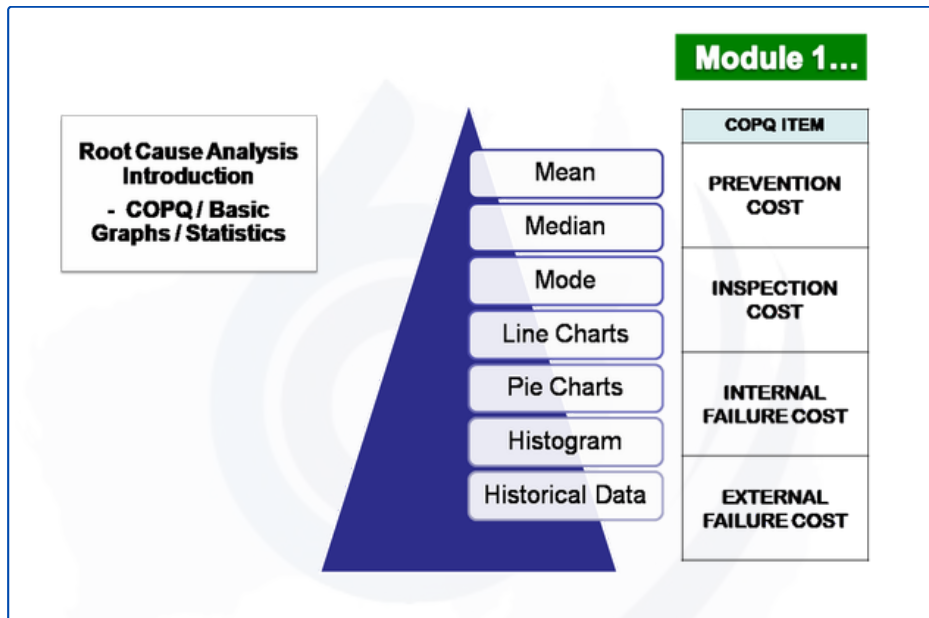
Training Format / Course Content (including Workshops):



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

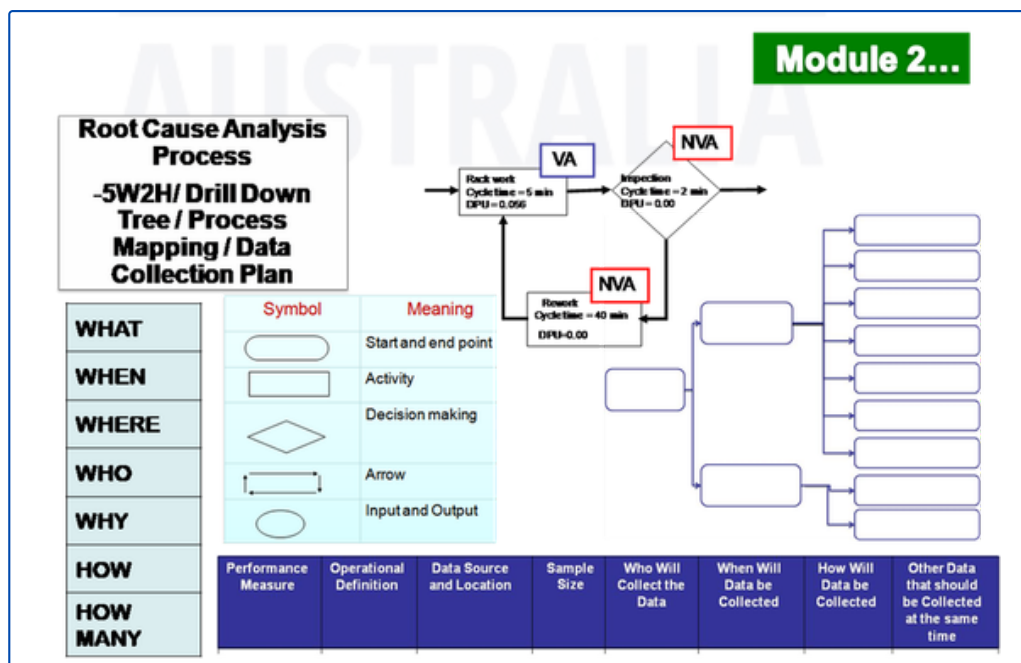
Module 1: Root Cause Analysis (RCA) Introduction

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



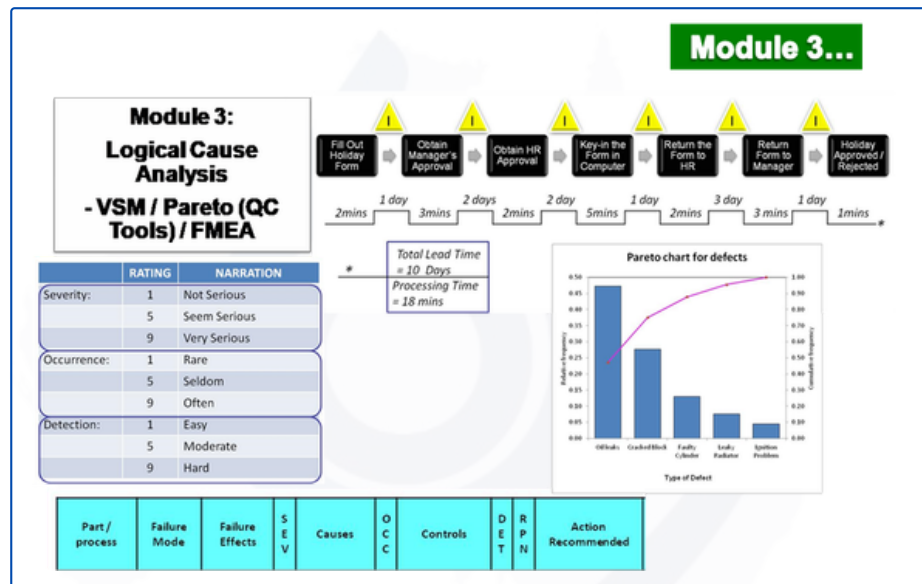
Module 2: Root Cause Analysis Process

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



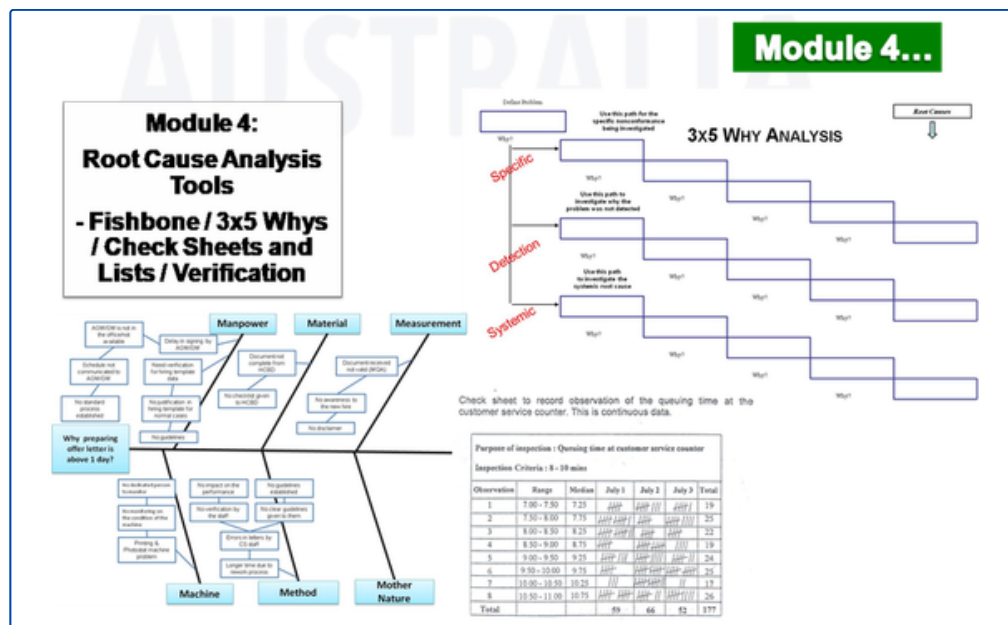
Module 3: Logical Cause Analysis

- 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 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 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

Background

Current Condition

Goal

Root Cause Analysis

Countermeasures

Suggested Cause	Action Items	PMC	Due	Findings
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Effect Confirmation

Follow Up Actions

Investigation Items	PMC	Due	Status

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

For further enquiries:



Email:

enquiry@leansigmaexperts.com.au



Phone:

0424721227

Lean Sigma Experts Australia (ABN 81 604 347 604)
PO Box 3292, Rostrevor, 5073 South Australia, Australia



<https://leansigmaexperts.com.au/>



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