



# Quality-One International

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## RCA Training Course Outline

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- Introduction to Root Cause Analysis (RCA)
- Common methods that utilize RCA within their processes
  - Eight Disciplines (8D) of Problem Solving
  - 5 Why
  - A3
- How we know we are at the Root Cause Level
  - Understanding the Physics of Failure
  - Measuring “Changes of State” in RCA
- Tools used in finding Root Causes
  - 5 Why (3 leg)
    - Problem
    - Escape
    - System
  - Affinity Diagrams
  - Is/Is Not
  - Fishbone Diagrams
  - Risk Assessment / Failure Mode and Effects Analysis (FMEA)
  - Process Flow Diagrams
  - Experimental Design Techniques
  - Verification and Validation of Root Causes
- Root Cause Analysis Skills
  - Deductive and Inductive techniques
- Quality-One Recommended Practice for RCA
  - RCA Process Step-by- Step
- Application of the Quality-One RCA Method and Preventing Future Failure
  - FMEA and/or Lessons Learned
  - Standard Work
  - Systems Improvement