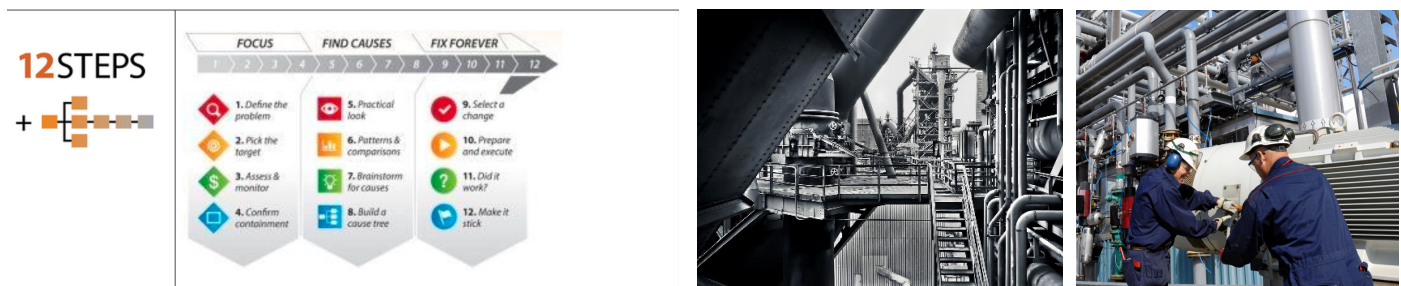


## Root Cause Analysis | 12 Steps + Cause Tree



### Objective:

Our 12 step + cause tree course is a proven analysis and problem-solving tool that equips your teams with the skills to identify and address the real underlying cause(s) of medium to complex problems. Participants will leave this course with a sound understanding of the benefits of a problem-solving culture and how to effectively drive an investigation.

### Outline:

Practice skills on a real current unsolved problem from your workplace

- Understand how to use risk to guide escalation from 5 Why and A3 to full Root Cause Analysis
- Use the 7 Quality Tools
- Use Fishbone / Ishikawa diagrams, expert systems and artificial intelligence to brainstorm for causes that feed into Why and Cause trees
- Use 5 why thinking and the three-way test to develop Why and Cause trees
- Understand how combination causes and conditions can help solve intermittent problems
- Practice skills on case studies

### Content:

#### SESSION 1: STAGE 1 — FOCUS (STEPS 1 - 4)

- Define the problem
- Pick the target
- Assess & monitor
- Confirm containment

#### SESSION 2: STAGE 2 — FIND CAUSES (STEPS 5 - 8)

- Take a good practical look
- Search for patterns and comparison
- Brainstorming for causes
- Build a cause tree

#### SESSION 3: STAGE 3 — FIX FOREVER (STEPS 9 - 12)

- Select a change
- Prepare and execute
- Did it work?
- Make it stick

#### SESSIONS 4 & 5: CASE STUDY - APPLICATION, REVIEW AND PRESENTATION

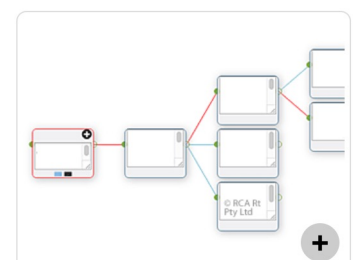
- Practical exercise applying the 12STEPS + Cause Tree to a currently unsolved problem in your workplace.

#### SESSION 6: PROBLEM-SOLVING PROCESS — IMPLEMENTATION GUIDE

- Step-by-step guide to implementing a problem-solving process that tackles many problems at the same time.



Risk based management  
of Issues and resources



Easy to build  
Cause Trees