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**COURSE INFORMATION**

**Root Cause Analysis**

Root Cause Analysis (RCA) is a popular and often-used technique that helps people answer the question of why the problem occurred in the first place. Root Cause Analysis seeks to identify the origin of a problem. It uses a specific set of steps, with tools such as the 5 Whys and Cause & Effect Diagram, to find the primary cause of the problem, so that you can determine what happened, why it happened and figure out what to do to prevent its recurrence.

**Learning Objectives**

1. Gain an overview of a problem-solving process
2. Learn how to apply common Root Cause Analysis tools such as 5 Whys and Cause & Effect Diagram to identify root causes
3. Understand the pitfalls in root cause analysis

**Course Outline:**

1. Legal Requirements of Incident Investigation.
2. Introduction to Root Cause Analysis
3. Overview of a problem-solving process
4. Root Cause Analysis using 5 Whys
5. Root Cause Analysis using Cause & Effect Diagram
6. Pitfalls to avoid

**Course Details:**

Duration: 1 Day  
 Accredited: No  
 Certification: Attendance  
 Minimum Group: 8  
 Maximum Group: ∞  
 Unit Standard: Based on 242902  
 NQF: 2



*What a Pleasure!*