# GREENLIGHT
## PROJECT MANAGEMENT

# WORKSHOP FOR
# ROOT CAUSE ANALYSIS
# (RCA)
## (8 hours, 8 PDUs)

Root Cause Analysis (RCA) is a structured process that uncovers the physical, human, and latent causes of any undesirable event in the workplace.

The aim of this workshop is to identify the causes that provoke mistakes in processes in order to suggest improvement plans based on careful analysis.

## AFTER THE WORKSHOP YOU WILL

Have knowledge of Root Cause Analysis Process:

- ❖ Identify a problem
- ❖ Define a problem
- ❖ Find and validate root cause
- ❖ Identify effective solution

## SUBJECTS

- ❖ Introduction
- ❖ Tools for group data collection
- ❖ 9 Management and Planning tools
- ❖ 7 basic tools for Quality
- ❖ Prioritizing
- ❖ Root Cause Analysis Process
- ❖ Kaizen – Continuous Improvements
- ❖ Exercises and case study

## TARGET GROUP

- ❖ Project Managers
- ❖ Product Owners / Managers
- ❖ Solution Architects
- ❖ Core 3 members
- ❖ Team Leaders
- ❖ Team Staff
- ❖ Scrum Masters
- ❖ Functional / Line Managers

## TRAINING METHODS

Eminently practical sessions, to debate good practices and improvements to implement in the organization.

Though the workshop the facilitators will work with the participants to:

- ❖ Recognize strength points and improvement areas, by comparing the actual situation with the best practices
- ❖ Assess the limitations found and the possible actions to be taken in order to minimize them

Work groups will be created where we will encourage debate as well as sharing of ideas and experiences with the other participants. Possibly also working with real cases instead of the invented case study.

## PREREQUISITES

None

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