DAY 1

Introduction

- Introduction to the Program -

  - o RCA
  - o Generic Approaches for RCA (8D, A3, DAMIC and RATIO)
  - o RCA Methods (5 Why, Ishikawa, Fault tree, Apollo, etc.)
  - o RATIO-Approach
- Case and Demo

DAY 2

Prioritize and Reflect on your Problem

- Theory and Exercises to prioritize problems
- Theory: RATIO-step - Reflect
- Introduction Case to Determine the Root Cause
- Theory and Exercise: 5-Why
- Theory and Exercises: Event Mapping

DAY 3

Analyse Technical Problems

- Theory: RATIO-step - Analyse
- Theory: Problem Analysis - Describe the problem (IS/IS-NOT) and determine true cause(s)
- Theory in additional methods to determine possible causes e.g. Ishikawa-diagram and Characteristics and changes
- Exercises in Problem Analysis
- Completion of Event Map with outcome of Problem Analysis

DAY 4

Analyse Complex Technical Problems and Human or Organizational Problems

- Theory of Common and Special Causes

- Theory and Exercises for Handling Startup Problems, recurring problems and other complex problems
- Theory and demo Cusum
- Theory and Exercise of Human Factor Analysis
- Completion of Event Map with outcome of Human Factor Analysis

DAY 5

Determine, Implement, Observe and Evaluate Solutions

- Theory: RATIO-steps - Target determine alternative and best solutions, Implement solutions and Observe and Evaluate results
- Exercise of Full RCA with RATIO-Approach and Methods
- Application of RATIO-Approach and -Methods in daily practice (when/how to use)
- Guideline and many practical ideas for successful implementation of RCA
- Evaluation and closure of training