

RCA Facilitation: Event Mapping & Human Factor Analysis

Learn to facilitate root cause analysis through event mapping, human factor analysis and structured problem solving.

5 Days

DURATION

27

TOPICS

COURSE OVERVIEW

This course covers root cause analysis facilitation, beginning with event mapping, analytical grammar and questioning techniques for problem solving. It then addresses problem analysis, presentation skills and reporting through A3 formats. Human factor analysis, behaviour and thinking preferences, and coaching communication are examined alongside the communication process and applying RCA under pressure. The course concludes with risk analysis using FMECA, decision making, and implementation and observation of RCA in practice.

WHO THIS COURSE IS FOR

RCA Facilitators

Problem Solving Teams

Quality Engineers

Coaches And Trainers

Risk Analysts

Process Improvement Teams

LEARNING OBJECTIVES

- Explain the goals and process of root cause analysis facilitation
- Apply event mapping techniques including the 5-Why approach
- Analyse problems using analytical grammar and structured questioning
- Prepare A3 reports and present findings to participants
- Apply human factor analysis tools to identify contributing causes
- Compare behaviour and thinking preferences using Hermann and De Bono models
- Apply coaching communication principles to support RCA facilitation
- Assess risk using FMECA and plan RCA implementation

27 Topics

DAY 1 Introduction RCA Problem Solving and Event Mapping

TOPICS

- **Introduction:** Goals and Highlights of the RCA
- Introduction of the Facilitator Role
- Start Case Problem Solving
- How to Start RCA Event Map
- **Theory:** RCA Process and Template – All Aspects
- **Theory:** Ordering Information in RCA (Analytical Grammar)
- Theory and Exercises in Asking Questions
- Exercises in Event Mapping 'EM Light' (The 5-Why Way)

DAY 2 RCA Problem Analysis

TOPICS

- **Theory:** Problem Analysis
- **Theory:** Presentation Skills (Part 2)
- Presentations and Teaches for Participants (How to explain)
- Exercises and Cases
- Preparation of Reports A3

DAY 3 RCA Human Factor Analysis and Thinking Preferences

TOPICS

- **Theory:** Human Factor Analysis (HFA)
- Skills in the Use of the HFA Tool
- **Theory:** Behavior and Thinking Preferences (Hermann and De Bono)
- **Theory:** Coaching Principles
- Skills in Coaching Communication

DAY 4 RCA Exercises and Communication Skills

TOPICS

- Theory on the Communication Process
- **Theory:** RCA Connection to Communication
- **Theory:** RCA 'Light to Apply on the Fly'
- **Skill:** RCA under Pressure or in Information Transfers

TOPICS

- **Theory:** Risk Analysis and Basis FMECA
- Exercise in Risk Analysis and Implementation of the RCA Role
- **Exercise:** Understanding Distinctive Perspectives on the Results (Exercise De Bono)
- Theory on Implementation and Observation of the Use of RCA
- Integration Exercise

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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