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## Root Cause Analysis

This interactive workshop is designed for the participants to learn and use root cause analysis on both everyday and larger events (Safety or Quality event, customer complaint, etc). Attendees will learn how to analyze the problem, gathering enough (but not too much) information to determine the root cause to implement action to prevent reoccurrence.

### Objectives

- Understand what Root Cause Analysis is
- Learn information gathering (aka evidence)
- Discover how to identify contributing causes
- 5-Why Analysis
- Obtain the knowledge to prevent recurrence of problems/events
- Establish a method to drill down below just the “human cause”
- Internalize root cause analysis as a way of thinking

Course outline provided upon request.

**Target Audience:** Managers, process owners, people responsible for root cause/corrective actions

**Timeframe:** 1-2 days

### Workshop Materials & Structure

This is an interactive workshop with a balance between activities and lecture. The workshop is facilitator-led and supported by dynamic PowerPoint presentations, hands-on exercises, and large and small group discussions. Emphasis is placed on learning and applying root cause analysis to improve the organization.

All participants will receive:

- Course materials in a 3-ring binder
- Case study solutions and handouts
- Ballpoint pen
- Certification of Completion