

PERRY JOHNSON CONSULTING, INC.

The World Leader in ISO Standards

ROOT CAUSE ANALYSIS

Course Outline

- I. Introduction/Course Evaluation Process**
- II. Course Objectives and Goals**
- III. Icebreaker**
- IV. General Approach to Problem Solving**
 - A. Identify and Define the Problem
 - B. Different Levels of Causes
 - C. Examples of the Different Levels of Causes
 - D. Examples of Root Cause
- V. Problem Solving Steps**
 - A. Five Key Issues for a Thorough and Credible Root Cause Analysis
 - B. Six Key Components of a Thorough Root Cause Analysis
 - C. Six Key Components of a Credible Root Cause Analysis
- VI. Conducting the Root Cause Analysis**
 - A. Five Why's
 - B. Example of Five Why's
 - C. Fishbone Diagram
 - D. Checklist
 - E. Cause and Effect Diagram
 - F. Brainstorming
- VII. Practical Application**

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