START YOUR JOURNEY

RCA PROGRAM DEVELOPMENT

Ideally, start with an RCA Program Development Workshop. One of the many outcomes of this workshop is a training plan for each team member designed to enable them to play their roles as effectively as possible.

To have a successful implementation and adoption of your RCA program, it's important to have all the elements of an effective and efficient program clearly identified and agreed upon in advance

We recommend conducting a 1-2 day facilitated workshop in order to define each of these elements and align them with your organization's goals and objectives:

- RCA Goals and Objective Alignment
- 2. Status of Current RCA Effort
- **Key Performance Indicators**
- Formal RCA Threshold Criteria
- RCA and Solution Tracking
- 6. Roles and Responsibilities
- 7. Training Strategy
- RCA Effort Oversight and
- 10. Human Change Management
- 11. Implementation Tracking

The workshop can be conducted with any team that needs to solve problems in a consistent manner. The group may be senior managers at a corporate level, a small team, or anything in between

FOLLOW YOUR PATH

MANAGER / **SUPERVISOR**

- While you do not necessarily participate in them, you are ultimately responsible for the completion of root cause analyses within your department or team.
- You need to provide the necessary support to your team to enable them to conduct successful RCAs.
- You need to understand the fundamentals of the Apollo Root Cause Analysis method so that you and your team speak the same language.

Managers Course

Facilitators Course

INDIVIDUAL **PARTICIPANT**

- You are a member of a workforce who has been tasked with participating in an RCA.
- You want to learn fundamental problem solving skills.
- You are interested in learning the skills required to conduct a successful facilitation.

Participants Course

Facilitators Course

FACILITATOR / LEAD INVESTIGATOR

- You have been tasked with leading a facilitation of a problem within your organization.
- You have been tasked with finding causes of equipment failures.
- You have been tasked with investigating an incident or near miss.
- You are interested in advancing your skills to lead an RCA program.

Facilitators Course

Incident **Investigators** Course

Facilitators Course In conjunction with

Incident **Investigators** Course

RCA CHAMPION -SUPER USER

- You have been tasked with Leading a Defect Elimination Effort or Program.
- You lead your organization's incident investigation initiative.
- You have been tasked with leading an RCA or continuous improvement program.
- You have been tasked with developing a problem solving culture within your organization.

Facilitators Course

Incident **Investigators** Course

In conjunction with Incident Investigators

Facilitators

Course

Human Factors & Root Cause **Analysis**

Super User Workshop

Course

BEYOND TRAINING

RCA COACHING & MENTORING

- You have a specific RCA on which you would like some expert guidance.
- You need advice on how to improve your current RCA program.

Coaching and mentoring can be provided by ARMS Reliability expert RCA trainers either onsite or remotely for individuals or teams. Deliverables can be tailored to your needs and may include: written reports, audits, and recommendations.

RCA PROGRAM ASSESSMENT

- Your RCA efforts are not fully meeting your goals and objectives.
- You are missing some of the $\underline{\textit{key elements}}$ of an effective RCA program.

ARMS Reliability can provide a 1-5 day assessment of your current RCA program. This starts with a maturity assessment of your existing RCA program to be used as a baseline to measure future improvements. The assessment will identify gaps in your program, evaluate the effectiveness of what you already have in place, provide written recommendations and next steps, and benchmark your organization against other best-practice programs.

INCIDENT INVESTIGATION / **FACILITATION**

- · There has been an incident that requires a non-biased, neutral part to investigate.
- An investigation is time-sensitive, you have a lack of resources, or not enough experience.
- You want to challenge the way you usually investigate incidents and learn throughout the process.

ARMS Reliability can provide expert RCA facilitators to investigate your incident and provide charts, evidence, a timeline, a final report ready to present, continued support, and corrective action tracking. A third-party investigator ensures your investigation isn't influenced by preconceived ideas, gets completed more quickly and thoroughly, and gives you and your team a chance to learn throughout the process.

NORTH / LATIN AMERICA P: +1 512 795 5291

AUSTRALIA / ASIA / NEW ZEALAND P: +61 3 5255 5357

EUROPE / MIDDLE EAST / AFRICA P: +44 1484 505 776

North America

Latin America

Europe

Asia

Africa

Australia