

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:

1. RCA Goals and Objective Alignment
2. Status of Current RCA Effort
3. Key Performance Indicators
4. Formal RCA Threshold Criteria
5. RCA and Solution Tracking Systems
6. Roles and Responsibilities
7. Training Strategy
8. RCA Effort Oversight and Management
9. Process Mapping
10. Human Change Management Plan
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



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 [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.