ROOT CAUSE ANALYSIS
PROGRAM DEVELOPMENT

APOLLO ROOT CAUSE
Analysis methodology

Presented By
ARMS RELIABILITY

To have a successful implementation and adoption of your root cause analysis program it's important to have all the elements of an effective and efficient program clearly defined and agreed upon in advance.

The purpose of the RCA Program Development workshop is to facilitate the creation of an RCA program that is tailored to your organization or team.

You will be guided through the process of defining each of the key elements of your RCA program and aligning them with your organization's goals and objectives. By structuring programs to fit within the goals and objectives of the business or team rather than applying a one-size-fits-all solution, effective and long lasting results can be realized.

The 1-2 day workshop will be facilitated by an RCA expert and can be conducted with any team that needs to solve problems together in a consistent manner. The group may be senior managers at a corporate level, a small team, or anything in between.

KEY ELEMENTS TO BE DEFINED

1. **RCA Goals and Objective Alignment**
Define the goals and objectives of the program and assure they are in alignment with corporate/facility/department goals and objectives

2. **Status of Current RCA Effort**
Perform a maturity assessment of existing RCA program to be used as a baseline to measure future improvements

3. **Key Performance Indicators**
Identify KPI's with baselines and future targets to be used for measuring progress towards meeting program goals and objectives

4. **Formal RCA Threshold Criteria**
Determine which incidents will trigger a formal RCA and estimate how many triggered events may occur in the upcoming year

5. **RCA and Solution Tracking Systems**
Identify which tracking systems will be used to track the status and progress of open RCA's and implemented solutions

6. **Roles and Responsibilities**
Identify specifically who will have a role in the RCA effort including program sponsor, champion, RCA facilitators

7. **Training Strategy**
Determine who will be trained in the RCA methodology and to what level and in what time frame

8. **RCA Effort Oversight and Management**
Identify who (or what committees or groups) will be responsible for managing tracking systems, decisions on solution implementation, program modifications over time, and general program performance

9. **Process Mapping**
Process mapping exercise to document RCA management from the beginning of a triggered incident to completion of implemented solutions, including their impact on organization's goals and objectives.

10. **Human Change Management Plan**
Develop a Change Management plan, including a detailed communication plan, that specifically targets those whose job duties will be affected by the RCA effort

11. **Implementation Tracking**
Create a checklist to monitor RCA effort implementation including action items, responsible parties and due dates

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WORKSHOP TOPICS

- Workshop mission and objectives
- What is root cause
- What effective problem solving looks like
- An introduction, or review, of the Apollo Root Cause Analysis methodology
- Building and operating an RCA program
- Workflow processes
- RCA goals and objectives alignment
- RCA maturity assessment
- Establishing program KPIs
- Establishing triggers
- Balancing RCAs and facilitation resources
- Solution tracking system
- Roles and responsibilities

- Steering committee
- Champion
- Super User
- Facilitator
- First Responder
- Skills participants
- Developing the training program
- RCA effort oversight and management
- Process mapping
- Change management plan
- Implementation tracking

Including 12 exercises to guide the group through establishing the details of their RCA program.

WORKSHOP EXERCISES

1. Establishing Program KPIs
2. Establishing RCA Triggers
3. Balancing RCAs and Facilitation Resources
4. RCA and Solution Tracking
5. Defining the Steering Committee
6. Designating a Champion

7. Designating the Super User
8. Designating Facilitators
9. Designating First Responders
10. Skills of Participants
11. Developing the Training Program
12. Process Mapping

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