

## Root Cause Analysis QHS Solutions Certificate

**Root cause analysis (RCA)** is problem solving aimed at identifying the root cause of problems or events. Problems are best solved by attempting to correct or eliminate root causes, as opposed to merely addressing the immediately obvious symptoms. By directing corrective measures at root causes, it is hoped that the likelihood of problem recurrence will be minimized. Root Cause Analysis is frequently viewed as a tool of continuous improvement.

### Course overview

This **half day course** will provide an **introduction** to Root Cause Analysis, and a basic understanding of problem solving and decision-making processes and the applicable tools that support these processes, whether in a quality or safety situation.

### Coverage

- Objectives
- Root Cause Definitions
- Preventive Actions
- Corrective Actions
- Problem Solving Process
- Pareto Principle
- Examples using the Ishikawa Diagram (Fishbone), Brainstorming, and the 5 Whys techniques

Information is underpinned by DVD's, group discussions and handouts. The course is run on a half a day basis from 0930 to 1230.

A certificate of attendance is awarded at completion.

**QHSS COST PER PERSON: £75.00 + VAT**  
**REFRESHMENTS AVAILABLE IN THE MORNING, COURSE HANDOUTS AND**  
**CERTIFICATE OF ATTENDANCE**

**CALL ALISON FOR DATES AND BOOKINGS ON 01282 839 103 OR**  
**EMAIL: [a.stansfield@qhs-solutions.com](mailto:a.stansfield@qhs-solutions.com)**  
**Or visit the WEBSITE at [www.qhs-solutions.com](http://www.qhs-solutions.com)**  
**Queen's Park Lodge, Ormerod Road, Burnley. BB11 3QW**

