



**DIGILEAF INC.**

*Leading Excellence Among Fellows*

# Root Cause Analysis and Risk Management Techniques

The missing link between a problem symptom and the solution is the mere questioning of WHY. This course provides the thought process that solving a problem is not tantamount to putting a bandage now and be at mercy that it will not recur. This course puts emphasis towards that missing link: Root Cause Analysis. This will provide ways of understanding how to identify right process-centric root causes, separating them from grievances and administering teams to provide relevant and unbiased insights towards the source of the problem. Moreover, the course will also cater to cases where there is minimal to no room for failure. In such case, risk management is proper to identify potential failure mode just before the process has started. Thus this course will equip the individuals the foundation as to how to act before the problem begins and when it begins

## Training Objectives

At the end of the course, the participants will be able to:

1. Discuss in teams to ideate potential drivers of problem.
2. Apply techniques in identifying potential root causes and true root causes of problems.
3. Illustrate root causes using diagrams and visual representations.
4. Apply techniques in safeguarding processes or projects to prevent or detect problems that may arise in given situations.

## Topics

- I. Root Cause Analysis Roadmap
  - a) ISO Clause 8 on the need for Data Analysis and Corrective/Preventive Action
  - b) Understanding  $Y = f(x)$  Thinking
  - c) Differentiation of Symptoms from Root Causes
  - d) Guidelines and Pitfalls in Identifying Root Causes
- II. Root Cause Identification Techniques
  - a) The 5 Why's
  - b) Why Tree
  - c) Fishbone Diagram
  - d) Affinity Diagram
  - e) Interrelationship Diagram
- III. Risk Management Context
  - a) Risk Management Roadmap
  - b) Risk Treatment Planning
- IV. Risk Management Technique: Failure Mode and Effects Analysis (FMEA)

**Duration** 1 day