



## **Root Cause Analysis / How to Investigate a Corrective Action**

**Root Cause Analysis and Corrective Action is a process for searching and determining the *'actual'* cause(s) of events, identifying, selecting and implementing corrective action and assessing the effectiveness of the actions deployed in preventing the recurrence of the same event.**

### **Workshop Objective**

**This workshop is designed to give participants a common language and methodology for understanding the Root Cause / Corrective Action process and assess competence by completing a hands-on exercise in applying the root cause investigative process.**

**Given an identified and controlled problem each participant will be able to understand how to investigate a corrective action situation to:**

- **Collect Data**
- **Perform a Root Cause Analysis**
- **Identify Corrective Actions**
- **Assess Corrective Actions**
- **Document the results**

**In concert with the classroom exercise, the participants will divide into teams, deploying this process by investigating an actual event (opportunity for improvement) from their respective organizations.**

**Time allocated for this workshop has been determined to be one (1) day of classroom training and a follow up session of four hours (4hrs) approximately two to three weeks later. The return session is to provide additional assistance, clarify any participant questions and to evaluate effectiveness of the progress of the exercise. Should additional follow up be needed, it will be determined at that time.**