

## RCA201: Apollo Root Cause Analysis Facilitators Course 2 Day Facilitators Training Course

**COURSE:** Apollo RCA for Facilitators

**DURATION:** 2 Days

**OBJECTIVE:** To provide the knowledge and skills necessary to facilitate effective problem analysis.

**COURSE DESCRIPTION:** This course provides a working knowledge of the Apollo Root Cause Analysis (RCA) way of thinking. It helps anyone to understand fundamental problem solving processes and examines the basic concept of problem solving, and how to facilitate an effective investigation.

On the second day, participants will apply everything learned on the first day to a prepared scenario. This is to provide 'real world' training, and to show how effective these methods really are. Students learn how to facilitate an investigation (using role play).

### COURSE CONTENT:

<b>i) Introduction</b> a) Definitions    b) Purpose	<b>v) Group Facilitation</b> a) Guidelines    b) Common Traps
<b>ii) Cause and Effect Principle</b> a) Definitions    b) Primary Effect Exercise	<b>vi) Incident Investigation</b> a) Program Elements    b) Corrective Actions
<b>iii) Cause and Effect Analysis</b> a) Charting    b) Exercises	<b>vii) Other Tools</b>
<b>iv) Solutions</b> a) Critical Thinking    b) Creative Solutions	<b>viii) Putting it all Together</b>

### 2 DAY COURSE - MANUALS & LITERATURE

Each Apollo Root Cause Analysis 2 Day workshop includes a 144 page course manual and a copy of Reality Charting Software plus handy quick reference cards, as well as Dean Gano's book "A New Way Of Thinking".

### INCLUSION OF ORGANISATION SPECIFIC INCIDENTS

There is an opportunity during the 2 day Facilitators course for working on case studies. Attendees are encouraged to bring some real problems from the workplace that may be used for these sessions.

### APOLLO RCA WORKSHOP FEATURES - REPORTING

The most effective RCA investigations are accompanied by well written reports. Reporting of RCA investigations is greatly enhanced when using a purpose built tool that guides students through the RCA process. All 2 day Apollo RCA workshops now come standard with a copy of RealityCharting™ for each student. The inclusion of RealityCharting™ ensures sound reporting of investigations and easy dissemination of findings throughout the organization. RealityCharting™ software retails at over AUD\$700 per licence, providing AUD\$10,000 of added value to our workshops. Further information regarding RealityCharting™ can be found on our website [www.globalreliability.com](http://www.globalreliability.com)

### Contact Us

ARMS Reliability  
Phone: 512 795 5291  
[info@globalreliability.com](mailto:info@globalreliability.com)  
[www.globalreliability.com](http://www.globalreliability.com)