

Thursday, March 11, 2010  
Waterbury, Connecticut

# Structured Root Cause Analysis



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Your customers want to know that errors and complaints are not just “logged in” ... or the condition “fixed,” but that every effort is made to ensure that the error won’t occur again. Repeated errors are costly to fix - and can lead to the loss of customers.

Led by Carmen Brickner of CLEARbrick, Inc., this full-day workshop will provide participants with a structured methodology to determine the root cause of an undesirable event or condition in order to prevent recurrence.

Structured Root Cause Analysis provides the concepts and methods of Root Cause Analysis (RCA) through a disciplined approach, allowing prevention options to be identified, modeled and analyzed. This step by step approach ensures adherence to standard work, enabling people to work effectively in multiple team settings.

Participants will learn:

- Definition of Root Cause Analysis
- Structured Root Cause Analysis
  - problem definition
  - data collection
  - problem analysis
  - identification of solutions
  - implementation planning
  - standardization
  - presentation of results
- Root Cause Analysis methods
  - change analysis
  - barrier analysis
  - events and casual factors analysis
  - risk tree analysis
  - fault tree analysis
- Managing the RCA process
  - Root Cause Analysis and decision making
  - the role of Root Cause Analysis champions
  - corrective vs. preventive action
  - monitoring system effectiveness

**Thursday, March 11, 2010**  
**8:00 a.m. to 4:30 p.m.**  
**MASC, Waterbury**

*\$249 per person; includes course materials, breakfast refreshments and lunch.*

To register, visit [www.connstep.org](http://www.connstep.org) or call 800.266.6672



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