

Apollo RCA Practitioner (2-day)

COURSE DESCRIPTION

This course examines many of the common pitfalls used in problem solving and how to avoid them. Building on that knowledge, students learn how to clearly define any event-based problem and how to use the Apollo four-step process to develop a causal understanding of that event and identify effective solutions. Students learn how to use RealityCharting™ software to build cause and effect charts, prepare RCA reports and effectively communicate RCA findings. The course also covers the principles of gathering evidence, interviewing and facilitating an Apollo RCA with a team of participants. RCA skills and knowledge are reinforced with many “hands-on” exercises that allow students to apply the Apollo RCA method to real world problems. Upon successful completion of this course, students will have gained the skill set of an Apollo RCA Practitioner.

DURATION

2-Days (16 hrs) instructor-led class (Duration may vary by country)

NUMBER OF STUDENTS

18 to 25

PREREQUISITES

Mandatory: None
Recommended: eRCA™ (Foundations of Problem Solving)

APPLIED LEARNING OUTCOMES

At the end of this course students will be able to:

- Perform an Apollo RCA
- Facilitate an Apollo RCA by leading a team of participants
- Identify effective solutions to event-based problems
- Prepare the final RCA report
- Effectively communicate RCA findings

RECOMMENDED AUDIENCE

Individuals whose responsibilities require them to solve organizational problems on their own.

Individuals with the responsibility for solving organizational problems by leading teams of people.

The course is especially recommended for, but not limited to, EH&S, reliability, quality and manufacturing professionals and technicians



Enhancing Problem Solving Capabilities™

