ROOT CAUSE ANALYSIS

MASTER AN EFFECTIVE EVIDENCE-BASED AND SCALABLE PROBLEM-SOLVING METHOD

Find out more about this course at www.ciwem.org/training/root-cause-analysis
Root Cause Analysis (RCA) is a structured problem-solving method used globally by professionals who operate in complex and often regulator-focussed industries. It is a methodical process built around evidence-based cause and effect charting which not only structures and organises known factors but pinpoints exactly where knowledge of an event is weak or non-existent. RCA draws focus away from individuals and asks ‘What? not Who?’. Solutions are therefore applied where evidence is strong and more often at the systemic level where they have both corrective and preventative qualities.

The ability to solve problems, both complex and those that arise on a day to day basis, and the capability of making evidenced-based decisions are skills that are becoming increasingly important within the water and environmental management sectors. The need for these effective problem-solving skills is driven by the increasing complexity of organisations, the demands of the world in which they operate, the rapid advance of technology and the pace of change within industry and operations.

Root Cause Analysis is a process and skill that is applicable to all career levels and disciplines, from front-line managers to strategic planners. This course has been specifically designed to help you solve everything from everyday practical problems through to tough and recurring systemic issues.

This course delivers both practical and analytical expertise in areas including:
- Identifying hidden problems;
- solving systemic problems;
- running major investigations;
- addressing risk;
- improving institutional learning.

Our experienced trainers bring their extensive knowledge of complex problem-solving and share their own hands-on business and industry experience to each course they deliver.

Their wealth of knowledge is communicated through an innovative and interactive training course that will give you the skills, tools and confidence to tackle the challenges and opportunities that you encounter in your working life.

This course is delivered by Sologic in partnership with CIWEM.

Enrol online at www.ciwem.org/training/root-cause-analysis
This course has been specifically designed for:

- Professionals working in the Water and Environmental Management sectors who require a better understanding of:
  - the RCA process
  - the skills required to implement RCA effectively
  - the requirements for building an effective RCA culture
- Those who want to develop a structured and systematic approach to problem solving, either for themselves or within their organisation.
- Individuals and/or teams who are or will be working with RCA.
- Individuals or teams who have RCA included in their role or function.
- Decision makers who are evaluating the RCA Process for introduction into their organisation.

It will also be of interest to individuals or teams who currently use RCA, or processes such as Six Sigma or Lean, and wish to develop their skills further.

This practical face-to-face workshop is delivered over two consecutive days by an experienced trainer.

The course timetable can be downloaded from the CIWEM website.

Lunch will be provided on both days and is included in the course fee.

For course dates visit www.ciwem.org/training/root-cause-analysis
Upon completion of this course you will be able to:

- Master an effective, evidence-based and scalable problem-solving method
- Learn how to perform and facilitate an RCA investigation
- Understand how to gather and manage data
- Master and understand how to implement a common RCA methodology, including developing a common language and terminology to embed within the organisation
- Explore the causes and impact of human factors within events
- Determine ways to effectively communicate RCA findings, solutions and trends
- Understand and explore the wider organisational benefits of the Sologic RCA method
- Explore techniques for building effective RCA teams

The course fee is £895 + UK VAT.

Included in the course fee, you will receive a licence to the Sologic RCA charting and reporting software “Causelink Desktop”, which will support the learning, the RCA process and the use of RCA within your organisation.

Enrol online at [https://www.ciwem.org/training/root-cause-analysis](https://www.ciwem.org/training/root-cause-analysis)

“Your process worked great. I was able to conduct a very successful analysis and report my first time using Causelink.”

CORPORATE EHS MANAGER, LARGE MARINE SERVICES ORGANIZATION
CIWEM is the leading international **Royal Chartered** professional body dedicated to the water and environment sector.

*Our aim is to work towards a safer, more sustainable world.*

*Our Mission is to build a global community of water and environmental professionals dedicated to working for the public benefit.*

We represent and support a community of thousands of members and organisations in 89 countries. All our members are dedicated to improving water and environmental management as well as associated social and cultural issues, for the benefit of the public. CIWEM provides an extensive range of services leading the industry in developing technical excellence, which include: training courses; events featuring top level speakers, debate and networking; round table meetings driving thought leadership and policy development; publications; and independent policy position papers, guidance and codes of practice, all founded on impartiality and the use of scientific evidence. As an independent charity we champion professional standards, impartiality and the use of scientific evidence in the management of the environment. **To join CIWEM visit** [www.ciwem.org/membership](http://www.ciwem.org/membership).

Sologic are global leaders in Root Cause Analysis, providing training, software and investigation services to leading organisations across multiple sectors. Sologic’s RCA techniques are used by problem solving professionals to identify and correct the systemic causes of major and recurrent events. Sologic helps organisations reach their business goals by improving processes, quality and reliability, understanding risk and supporting compliance. The Sologic RCA method is scalable and universal and applies to all problems, big and small, in all fields of business. **Sologic is CIWEM’s chosen training partner to deliver Root Cause Analysis training.**

Please note: Every effort has been taken to ensure that this publication was accurate at the time of going to press but CIWEM and Sologic are not liable for any errors or omissions in this publication. CIWEM and Sologic reserve the right to vary or cancel a course where the occasion necessitates. CIWEM and Sologic accept no liability if, for whatever reason, the course does not take place.