



**INVESTIGATE  
INCIDENTS.  
SOLVE PROBLEMS.  
REDUCE RISK.  
BUILD RESILIENCE.**

Specialist Root Cause  
Analysis providers to  
the Water, Waste and  
Environmental Industry

[sologic-rca.com](http://sologic-rca.com)

**“ COMPANIES WILL  
NEED TO SEE THE  
BIGGER PICTURE IF  
THEY ARE TO DELIVER  
AGAINST CUSTOMER  
EXPECTATIONS  
– LINKING CORPORATE,  
FINANCIAL AND  
OPERATIONAL  
ELEMENTS TOGETHER  
WITH CUSTOMERS  
AT THE HEART. ”**

Ofwat, Resilience In The Round. 2017.

# RCA

## THE PROBLEM-SOLVING METHODOLOGY

Welcome!

**Root Cause Analysis is currently one of the hottest topics amongst leading resilience professionals in the water and waste management industries. In fact, as regulation and complexity increase across almost all sectors, RCA is once again the go-to problem-solving methodology amongst senior professionals and strategic thinkers.**

Only last year the World Economic Forum's Survey of Firms published a report illustrating that structured problem-solving was now the single most important skill required in the modern workplace, although they also highlighted that it is a skill in all too short supply. More on that later.

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**Future challenges are likely to increase in frequency, interconnectivity and unpredictability.**

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At Sologic we have built a strong relationship with many of the world's leading waste, water, and environmental organisations. As a consequence, our training, support and software products have been developed to meet the exacting needs of your sector. Our experts utilise case studies and learning materials derived from real-life industry challenges.

I hope you enjoy reading this brochure and can see how these powerful, evidence-based RCA methods and tools dramatically improve areas as diverse as quality and reliability, safety and resilience, regulator compliance and continual improvement, client satisfaction and employee engagement, service and efficiency.

Our many clients know that structured problem-solving and investigation underpins many aspects of a great organisation. Please visit our website to discover more about our services and our world class software product, Causelink®. Above all, please do not hesitate to contact us if you would like to know more about Sologic and the ways in which we can help your organisation prevent recurring problems and replicate successes.



Yours sincerely,

**Jonathan Batchelor**  
*Managing Director, Sologic EMEA.*

# WHAT CAN RCA DELIVER?

**Root Cause Analysis (RCA) is the most effective problem-solving methodology available to environmentally sensitive organisations today.**

The systematic, step-by-step process is sympathetic to the logical processes that underpin world's biggest water and waste organisations and is strongly endorsed by regulators globally.

At its core RCA is a robust process for identifying the causes of problems or events in order to prevent them from recurring. It is based on the idea that effective management requires more than addressing the symptoms of problems that develop, but finding a way to prevent them at source. Today, RCA is also employed as means of identifying best practice as part of continuous improvement and rewarding evidence-based decision making.

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**Sologic's RCA training can help organisations and companies by:**

- ✓ Identifying underlying causes of significant problems or successes
- ✓ Delivering evidence-based solutions with immediate and lasting impact
- ✓ Helping establish best practice and greater efficiency
- ✓ Compliance with the expectations and guidelines of regulatory bodies
- ✓ Building a better reputation in eyes of customers, governments and wider stakeholders
- ✓ Instilling a deep-rooted positive problem-solving culture in your company
- ✓ Providing reports with greater transparency and compliance
- ✓ Creating a competitive edge for winning new business

Organisations working with Sologic benefit from unrivalled RCA training. Sologic's RCA methods are tried, tested and trusted in the real world and our accompanying Causelink® software has been developed from expert industry feedback. It is effective, intuitive and robust enough to use in any investigation, in any field, at any scale.



# RCA TRAINING

Sologic provide the most modern, transferable and effective RCA methods in the marketplace.

Our training helps organisations identify the real causes of problems and develop solutions that stop them from recurring.



Sologic RCA courses also deliver skills that can be used to help organisations replicate success, deliver change and drive efficiency. Delivered in a range of public or in-house formats our courses are constantly evolving to exceed the expectations of organisations, their clients and their regulators.

## Courses include:



RCA Awareness



RCA Analyst Level 1 – Facilitator



RCA Analyst Level 2 – Senior Investigator



RCA for Graduates



Management & Executive Overview



RCA for Supply Chain



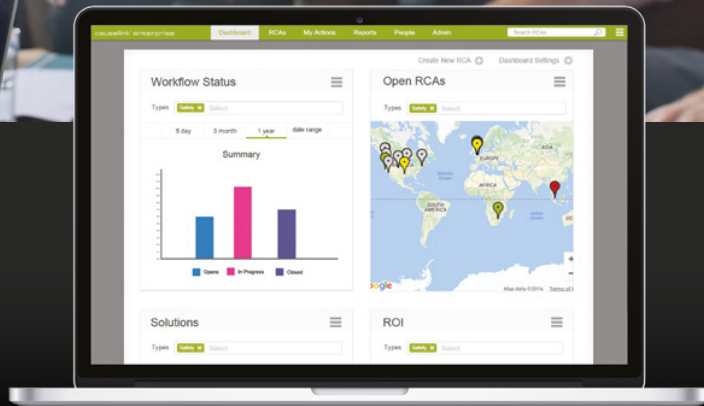
Causelink® RCA Software Masters



RCA Investigation Advanced Skills

# causelink<sup>®</sup> enterprise

Root Cause Analysis Software



The full potential of Root Cause Analysis realised with the power of a unique software solution.

**As organisations become more complex, work across more sectors and hold more data, finding effective solutions has become a much greater challenge.**

Sologic's market-leading Causelink<sup>®</sup> software has been developed to overcome this problem and revolutionise the way we understand events and apply solutions across whole organisations.

Causelink<sup>®</sup> allows organisations to investigate problems in a fast, simple, standardised and evidence-based manner.



Cloud-based



Mobile-friendly

Causelink<sup>®</sup> allows organisations to methodically break down cause and effect, and pinpoint effective solutions that permanently interrupt the causal chains that underpin repeat failures.

Causelink<sup>®</sup> Enterprise reveals common causes, shares lessons learned, reveals future weaknesses and delivers systemic change.

## Investigate and solve with Causelink:

- ✓ Understand the scale of problems
- ✓ Apply evidence-based decisions
- ✓ Pinpoint effective solutions
- ✓ Break causal chains
- ✓ Create powerful business cases
- ✓ Share lessons learned
- ✓ Improve corporate memory
- ✓ Drive quality and efficiency



# SKILLS DEVELOPMENT

According to the **World Economic Forum's** 2017 Survey of Firms, complex problem-solving is the most important skill required by organisations today.



International Water & Waste regulators are looking for greater focus on Complex Problem Solving and Systems Thinking. There is an insistence that companies must develop a sophisticated understanding of the interdependence between related systems, enabling them to deal with the causes of future threats, rather than only the symptoms.

They also state that it is a skill in extremely short supply. So, as organisations become more complex and diverse the ability to solve complex problems in a structured manner will increasingly become the difference between success and failure.

Our Sologic RCA experts provide support in structured problem-solving, investigations and reporting; working side-by-side with your teams remotely and on location.

By becoming an extension of your team, Sologic can help you meet major operational challenges head-on and encourage a robust culture of evidence-based decision-making amongst key decision-makers and their teams.

## Sologic Skills Development Services:

Causelink® software skills
Building RCA reports
Incident investigation skills
Graduate problem-solving skills
When to RCA
Creating RCA teams and culture
Facilitator coaching



# RCA INVESTIGATIONS

**When major incidents occur, or when repeat incidents cannot be stopped an external investigation may be appropriate, or even requested by senior management, your regulator or, on occasion by your client.**

We understand the issues, sensitivities and hurdles that you and your team can face when major incidents occur. Our team will lead you through a successful root cause analysis and navigate the unique challenges presented by significant events.

We assess and apply a quantifiable value to each problem in order to allocate the right resources for your investigation. Many clients retain Sologic experts for significant events, but others need additional bandwidth and consider us as ad-hoc team members. Our facilitators are comfortable working with problems of any size, in any industry or field of business.

#### **Sologic's specialist RCA investigators:**

- Have led successful root cause analysis investigations of incidents for some of the biggest names globally.
- Are committed to the highest standards of ethical conduct and confidentiality in all our work.
- Will always protect your proprietary information and sensitive data.

Talk to our team about Sologic's expert-led RCA investigations

Tel: +44 (0)1603 819130 | Email: [europe@sologic.com](mailto:europe@sologic.com)

“

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# WHAT THE INDUSTRY IS SAYING ABOUT RCA

We didn't so much as start thinking outside the box, with Sologic we really just started looking in the box properly for the first time.

QA Manager, Waste Management.

Once we'd adopted the Sologic RCA method we were able to make major inroads into a host of stubborn recurring problems, some of which had plagued us for years.

Systems Engineer,  
Regional Water Company.

The game changer for us was adopting Causelink Enterprise software. Revealing common causes across global projects enabled us to resource and plan in a vastly more efficient and effective manner.

Planning Manager, Civil & Industrial Engineering Sector.

Training our strategic management teams gave us clearer thinking, more effective planning and swifter fault resolution. Sologic RCA had a major impact on our service levels.

Service Director, Finance Sector

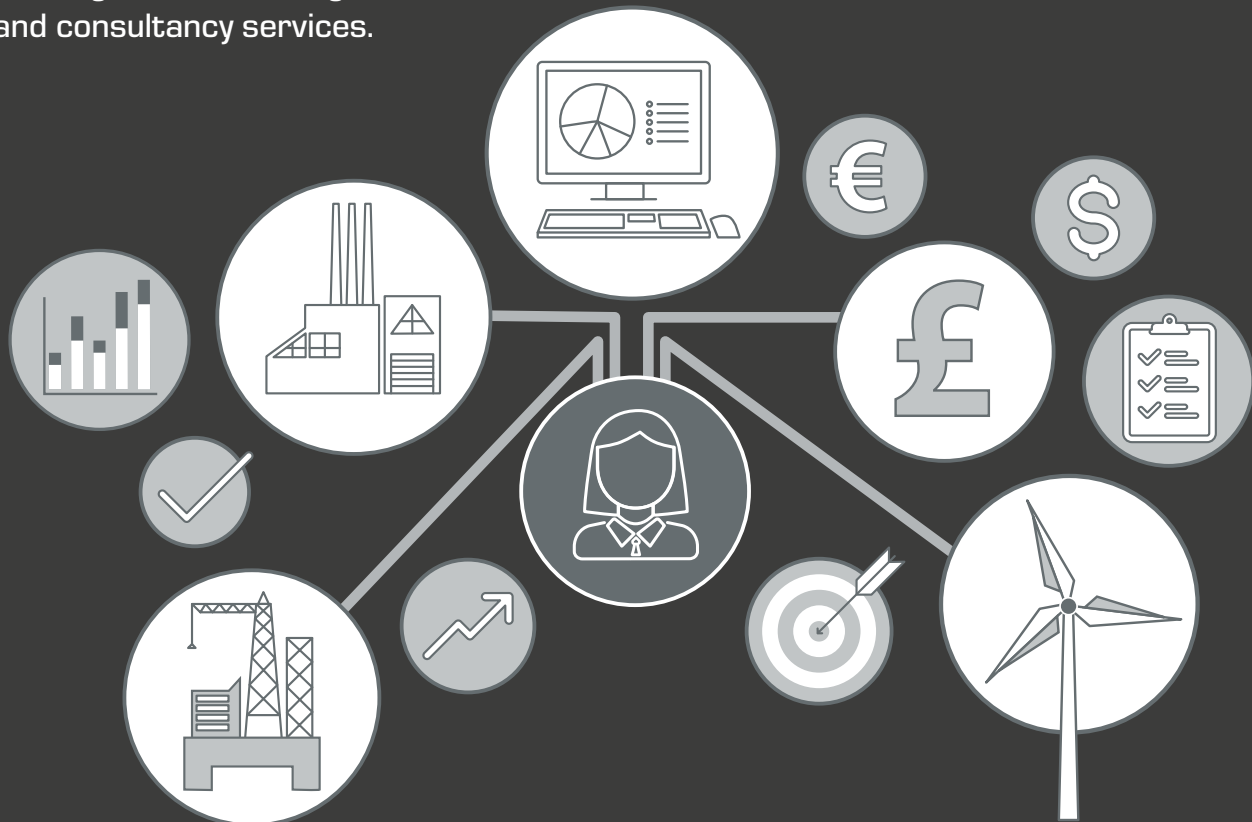
The world the water sector operates in is changing rapidly. The scale, nature and complexity of new and emerging challenges will require novel and innovative responses to deliver the levels of resilience customers want and can afford now and in the long term.

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# TEAMLINK EMBEDDED RCA

Create a  
culture of RCA  
with Sologic  
Teamlink

Sologic Teamlink clients benefit from a bespoke program of world class training, market leading software and consultancy services.



**Sologic Teamlink RCA is the preferred partnership model for many of our clients, providing priority access to Sologic's team, products and expertise.**

Sologic Teamlink is completely aligned with an organisation's unique problem-solving challenges and ever evolving business objectives.

Teamlink provides comprehensive RCA training, in combination with full access to our premium cloud based problem-solving software – Causelink® Enterprise, empowers teams to understand major one-off events alongside deep-rooted organisational problems.

Sologic Teamlink delivers a unified method of structured problem-solving, adopted across departments and sectors, allowing lessons learned to be shared clearly across teams and to senior management in real-time.

The Sologic RCA methods also help to underpin corporate memory and institutional learning, providing huge efficiency savings in quality and reduction of repeat errors.

Firms who embed a culture of RCA in their organisation through Teamlink provide their staff with a skillset that transforms employee engagement, retention and performance.

Sologic RCA delivers unparalleled improvements in evidence-based thinking, team integration, mindset and corporate memory.

Teamlink is provided on an annual subscription model and is designed around the specific needs of your organisation.

**Talk to us today about how Sologic Teamlink can benefit your organisation:**

**Tel:** +44 (0)1603 819130

**Email:** [europe@sologic.com](mailto:europe@sologic.com)

**Web:** [sologic-rca.com](http://sologic-rca.com)

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Jonathan Batchelor, Sologic (EMEA) Managing Director

**”**



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