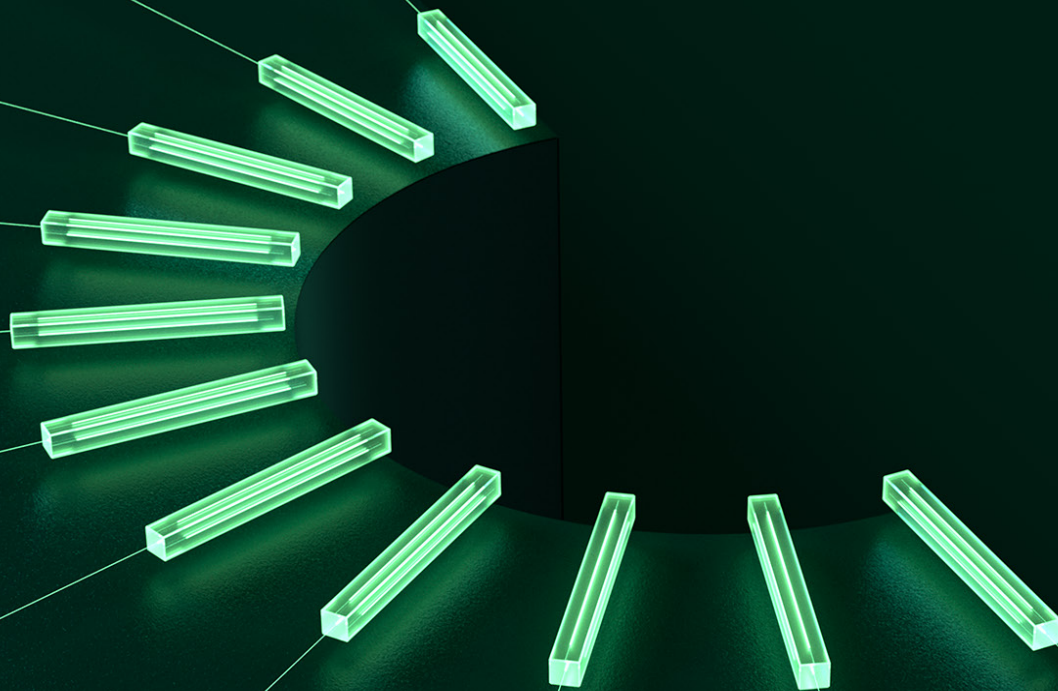


Cordant™

Root Cause Analysis Training Course Prospectus.

This course will provide students with the knowledge and skills necessary to facilitate an effective problem analysis.





The solutions, delivered by ARMS Reliability, provided the structure and framework that helped me hone, and perfect my critical thinking and problem-solving skills, taking my effectiveness to the next level.

Jennifer MacKay,
The Boeing Company



About the Course

We know that people learn by doing. Which is why our training courses are designed to be highly interactive and hands-on.

During the course you'll complete a variety of exercises and work in teams to solve real problems.

1. **Provide students with the knowledge and skills necessary to facilitate an effective problem analysis.**
2. **Ideal for anyone whose job involves problem-solving. As a minimum, all supervisors and lead personnel should take this course.**
3. **Participants will apply everything learned to solve an exercise problem and each student will be given the opportunity to facilitate a group in effective analysis.**

Course Duration:

On-site: 2 days with optional 3rd day

Course Pre-requisites:

None

Optional 3rd Day

For private on-site training there is an option to schedule an additional day to work through an actual real-world problem for your organization with the help of our expert RCA instructor.



4.6 OUT OF 5

Average global course rating



98%

Would recommend the training to their colleagues



Virtual instructor-led training option:

This course is available for live remote delivery with one of our experienced instructors.

Benefits of remote training

- The most flexible training option means you can learn from anywhere with an Internet connection
- Live virtual instructor-led training is more engaging than traditional online courses
- Unite team members from multiple remote sites in the same course

Who Should Attend?

This course is ideal for anyone whose job involves problem solving, as the methodology can be applied to any type of problem.

- Engineers
- Project Engineers
- LEAN Specialists
- 6 Sigma Black Belts
- Maintenance Analysts
- Maintenance
- Designers Engineers
- Safety Representatives
- Operators
- Administrators
- Maintenance Trades
- Graduates
- Continuous Improvement Personnel
- Quality Assurance
- IT Professionals
- Human Resources Personnel
- Supply Chain Specialists
- Logistics Specialists
- Customer Service Personnel
- Healthcare Case Managers
- Healthcare Process Improvement Specialists

Industries that will benefit:



Mining



Oil & Gas



Power & Utilities



Repetitive Manufacturing



Healthcare



Food & Beverage



Aviation



Manufacturing Plant



IT



Retail & Customer Service



Problem solving is one of the most critical factors in improving customer satisfaction for our organization. This training session was an incredible opportunity for my team to explore a proven methodology to help us all to think and look at problems in a new way. I'm looking forward to my team and myself using this methodology to improve our application availability.

Director of Information Systems
Prudential Insurance





Course outline

Introduction to Cordant™ RCA

Step 1 of the PAR Process: Preparation

- Gather Information and Data
- Organize People Organize, Time and Venue

Step 2 of the PAR Process: Analysis

- Develop Problem Statement
- Construct Initial Timeline
- Build the Cause-and-Effect Chart
- Add Supporting Information
- Quality Check the Cause-and-Effect Chart

Step 3 of the PAR Process: Resolution

- Generate and Select Solutions
- Implement Solutions
- Communicate RCA Finding to Organization
- Measure Success of Solutions
- Communicate Wins Across the Organization
- Institutionalize the Process

Summary & Exercises



Training Course Languages

- English
- Spanish
- Portuguese
- French
- German
- Mandarin

2-Day Course Costs

Australia	Public: AUD \$1,995
	Online: AUD \$1,595
North America/Latin America	
	Public: USD \$1,885
	Online: USD \$1,495
Europe/Middle East/Africa	
	Public: GBP £1,395
	Online: GBP £1,095

*Prices and Tax may vary – cost above listed as of September 2024, please refer to www.rca.bakerhughes.com for current cost in your location.

Course Learning Objectives Review



Upon completion of this course training attendees will be able to answer these questions:

- ✓ What are the steps to an effective problem analysis
- ✓ What are the key elements of a problem statement?
- ✓ What do the cause and effect principles tell us?
- ✓ How do you ensure an effective problem analysis?
- ✓ What makes an effective solution
- ✓ Where do you find root causes?
- ✓ How do you find creative solutions?
- ✓ What are the key elements of an event report?
- ✓ Why is it not a good idea to include a narrative in an event report?
- ✓ After implementing a solution, what's next?
- ✓ Where can you practice facilitating an event?
- ✓ How do you ensure institutionalization of effective problem solving?



Become a Trained Facilitator

of the **Cordant™ Root Cause Analysis methodology**

We offer flexible training options to meet your needs and can build a schedule that works for you and your organization. Contact us to learn the most effective problem solving method.

[Book Online](#)



Have a group to train?

Our experienced instructors will come to your site, or train your team through our live virtual online training option. Inquire today to schedule training.

Cordant™

Baker Hughes 