

ROOT CAUSE ANALYSES AND INCIDENT INVESTIGATION

Professional Training in RCA and Incident Investigation

Technical and Quality related root cause analyses (RCA) and incident investigations are required to maintain and improve the quality of the products and services rendered, and for the enhancement of safety in the workplace. An RCA is a reactive method to identify both the obvious and the underlying causes of a non-conformance or incident so that specific solutions can be implemented. A complete RCA consists of a clear definition of the problem, a thorough analysis supported by evidence, a specific corrective action plan for implementing the solutions and monitoring the effectiveness of those corrective actions. For complex problems and costly blunders a thoroughly documented multi-faceted incident investigation report may be required. A standardised layout, logical recording and well considered reasoning are of cardinal importance when the causes and contributing factors of incidents are to be established and presented. The method of recording will not only make the job of the investigator(s) much easier, but will also enable the Review Board to issue instructions that will effectively address the root cause(s) to prevent a future recurrence.

The purpose of the two-day program is to offer proven RCA and incident investigation techniques to enable course delegates to accurately establish the causal factors that led to a non-conformance or incident, and to recommend appropriate preventive and corrective actions.

Who Should Attend?

- SHEQ Managers
- Quality Assurance Managers and Quality Engineers
- Quality Auditors
- Production, Manufacturing and Maintenance Engineers
- Production, Manufacturing and Maintenance Managers and Supervisors
- Consulting Engineers
- All personnel involved in the planning, implementing and execution of Quality Management Systems

Outcomes of the Training

- To recognize that generally a chain of events is required to result in a non-conformance/incident.

- To appreciate the significance of appropriate procedures and Quality tools when investigating non-conformances and incidents.
- To respect the importance of impartiality, thorough debating and diligent recording.
- To undertake effective RCAs and compile meaningful incident investigation reports.



Accreditation

The two-day training is accredited for ECSA CPD.

Contact and Registration

Please contact Dr Hannelie Nel for further information and registration.

Email: hnel@tennelli.com or 082 924 6059

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Southern African-German Chamber of Commerce and Industry



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