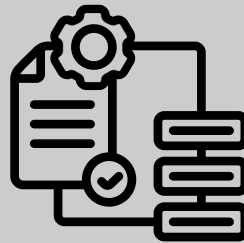


Root Cause Analysis and Risk Management Techniques

COURSE OUTLINE 2024



About Us



DIGILEAF Inc. is a solutions provider founded to alleviate the level of service quality awareness and practices in an organization. Its mission is to help businesses achieve organizational excellence through the development of its human resources and leveraging the use of technology in business.

DigiLEAF - Leading Excellence Among Fellows, provides cost effective quality training programs, audit, management, and consulting services. The company is servicing 350+ companies to date.



International Alliance of Quality Professionals (IAQP), registered in The Netherlands, was founded in 2009 by representatives of three countries namely, The Philippines, The Netherlands & Iran. The Alliance believes that by sharing policy, information and training, it will be able to strengthen the work of quality professionals embedded in any role in any organization, to foster the good practices in each industry in a specific region and to elevate these to an international level, thus forming best practices that could be replicated in other regions of the world as well.



Root Cause Analysis and Risk Management Techniques

Pre-requisite: NONE

The missing link between a problem symptom and the solution is the mere questioning of WHY. This course provides the thought process that solving a problem is not tantamount to putting a bandage now and be at mercy that it will not recur. This course puts emphasis towards that missing link: **Root Cause Analysis**. This will provide ways of understanding how to identify right process-centric root causes, separating them from grievances and administering teams to provide relevant and unbiased insights towards the source of the problem.

Moreover, the course will also cater to cases where there is minimal to no room for failure. In such case, risk management is proper to identify potential failure mode just before the process has started. Thus this course will equip the individuals the foundation as to how to act before the problem begins and when it begins

Training Objectives

At the end of the course, the participants will be able to:

1. Discuss in teams to ideate potential drivers of problem.
2. Apply techniques in identifying potential root causes and true root causes of problems.
3. Illustrate root causes using diagrams and visual representations.
4. Apply techniques in safeguarding processes or projects to prevent or detect problems that may arise in given situations.

Topics

I. Root Cause Analysis Roadmap

- a) ISO Clause 8 on the need for Data Analysis and Corrective/Preventive Action
- b) Understanding $Y = f(x)$ Thinking
- c) Differentiation of Symptoms from Root Causes
- d) Guidelines and Pitfalls in Identifying Root Causes

II. Root Cause Identification Techniques

- a) The 5 Why's
- b) Why Tree
- c) Fishbone Diagram
- d) Affinity Diagram
- e) Interrelationship Diagram

III. Risk Management Context

- a) Risk Management Roadmap
- b) Risk Treatment Planning

IV. Risk Management Technique: Failure Mode and Effects Analysis (FMEA)

INQUIRE TODAY!

FAQs



How much this module cost?

Each module is priced at ₱20,350 (VAT exclusive). Discounts are available for group registrations:

- 3 pax: 15% OFF
- 4-7 pax: 20% OFF
- 8-15 pax: 25% OFF + 1 sit-in
- 16+ pax: 30% OFF + 3 sit-ins

How will the training be conducted?

The training is a combination of synchronous (live online) and asynchronous (self-paced) sessions. The sessions are typically (unless changed) scheduled as follows:

- Synchronous: 1:00 PM to 4:00 PM on scheduled dates
- Asynchronous: 9:00 AM to 3:00 PM on scheduled dates

What is included in the course fee?

The course fee includes:

- Access to the DigiLEAF Learning Management System
- Training materials
- Pre- and post-assessments
- Certificate of completion for each module

What are the responsibilities of participants during the training?

For both public and corporate trainings, participants are expected to:

- Have a laptop available during the exercises.
- Actively participate in discussions and group activities.
- Complete all assignments and pre- and post-assessments to qualify for certification.

Can I access recorded sessions if I miss a synchronous session?

Yes, participants will have access to recorded asynchronous training sessions through DigiLEAF's Learning Management System. You can review these sessions at your convenience.



How can I pay for the training?

Payment can be made via bank transfer or cheque, and details will be provided in the billing statement. The invoice will be sent to the participant's email address after confirmation of registration.

What is the cancellation policy?

If you need to cancel your registration:

- You must inform DigiLEAF at least three working days before the first training day to avoid a 50% cancellation fee.
- Participant substitution is allowed if you notify DigiLEAF at least two business days before the session.

What happens if DigiLEAF cancels the training?

In case DigiLEAF cancels the training, participants will receive a full refund. No cancellation fees will be charged.

Is it possible to reschedule a corporate training?

Yes, corporate training can be rescheduled with at least five working days' notice before the scheduled training date. The rescheduling will depend on the availability of trainers and participants.

Can I see the other Certified Business Process Specialist (CBPS) course outlines?

Of course! You can see them [HERE](#).

Get In Touch

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INQUIRE TODAY!

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