

MSS402080 Undertake Root Cause Analysis

Micro-Credentials

RTO 40575

Head Office

Suite 110, 1 Centennial Drive
Campbelltown NSW 2560

02 8310 8328

Queensland Office

Building 6, 2404 Logan Road
Eight Mile Plains QLD 4113

07 3440 5178

OVERVIEW

Describes the skills and knowledge required to use structured process improvement tools / root cause analysis to solve process issues and other problems. It describes the broad application of in-depth and rigorous structured problem-solving techniques to identify opportunities for improvement.

DELIVERY METHOD

- Online / Self-Paced (Individual Learning)
- Face to Face at Business Premises (Groups up to 12)

DURATION

Online

- 30 - 50 hours (depending upon the course complexity and project type). The online units consist of pre-reading, pre-recorded tutorials/lessons, project work and report, post reading, and assessments

Face to Face

- This course has been developed to be delivered in a one-day workshop environment with the class / students participating throughout the day in several activities that are aligned to your business outcomes
 - Approximately 20-40 hours are required outside of the one-day workshop to complete the Unit of Competency. This time will typically consist of pre-reading, pre-recorded tutorials/lessons, project work and report, post reading, and assessment.
 - In class knowledge assessment may be recorded on the day through workbook activities.

COURSE OUTCOMES

- Prepare for the improvement event, choose a suitable problem.
- Observe and define the problem using the Problem Solving A3.
- Collect and review data for the problem and complete the Measure step of the Problem Solving A3.
- Analyse the data for the problem, identify root causes and complete the Analyse step of the Problem Solving A3.
- Identify solutions and complete the Improve step of the Problem Solving A3
- Evaluate the improvements and implement a measurement system and complete the Control step of the Problem Solving A3.
- Embed the improvements and standardise the new processes.

