

Apollo RCA for Managers

COURSE DESCRIPTION

This course provides an overview of the Apollo RCA method with a focus on the critical aspects of program institutionalization. It examines the importance of establishing effective threshold criteria along with organizational goals to trigger when an RCA is performed. It also identifies roles and responsibilities for individuals throughout the organization including: Program Champion, Super Users, Practitioners and Participants. The attendees are provided guidelines for program support on topics such as implementation plans, corrective action tracking, and metrics to ensure a positive return on investment. The overriding message of this course is that effectiveness of Apollo RCA is a direct result of the infrastructure built to support it.

DURATION

Up to 4 hours instructor-led class

PREREQUISITES

Mandatory: None
Recommended: e-RCA™ (Foundations of Problem Solving)
Recommended Reading: Apollo Root Cause Analysis by Dean L. Gano

APPLIED LEARNING OUTCOMES

At the end of this course students will be able to:

- Effectively participate on a Practitioner or Super User-led Apollo RCA team
- Provide strategic direction and vision for your organization's RCA program
- Provide resources for the success of your organization's RCA program
- Understand the logic behind your RCA team's proposed solutions and solution ROI prior to approving expenditures on solutions.

RECOMMENDED AUDIENCE

The organizational decision-makers responsible for allocating the resources for establishing an effective RCA program.



Enhancing Problem Solving Capabilities™

