



Course Syllabus

Introduction to Root Cause and Corrective Action

Course Information. This workshop is entitled Introduction to Root Cause and Corrective Action (RCCA 101). It is designed as an entry-level introduction to the concepts, tools and value of root cause and corrective action. This workshop provides an excellent framework for an improvement foundation, as well as, gets the entire organization on the same page. The workshop provides an overview to the value of root cause and corrective action; basic root cause tool application; corrective action processes; and the value of preventative action. Participants will also be introduced to the 5 Why's root cause investigation tool.

The workshop is approximately 5 hours long and is rich in audio and visual animation. At the end of each module, participants will be given quizzes. Once completed, a completion certificate will be mailed. The instructor for this course is Dr. Michael Dreikorn.

Instructor Information. Dr. Michael Dreikorn is the workshop content author and workshop presenter. He has over 29 years of quality improvement and operations experience in the aviation, space, and defense industry. Dr. Dreikorn has held a number of senior leadership positions, including President of The IPL Group, Vice President of Quality and Product Integrity for Pratt & Whitney, Deputy Division Manager of the FAA's Production and Airworthiness division, as well as others. He has a BS in professional aeronautics from Embry-Riddle Aeronautical University, MS in Management from Friends University, and an Ed.D. in Human Resource and Organizational Development from The George Washington University.

Text, Readings, Materials. There is not required reading materials for this workshop. A workshop guide is provided and should be download prior to the begin of the workshop.

Textbook(s). No textbooks are required for this workshop.

Supplementary reading(s) – There are no supplementary reading requirements for this workshop.

Materials. All materials are provided via the web-based learning delivery tool at www.TrainingNow.org. Materials include, workshop guide, and worksheets for the guided hands on application of root cause investigation.

Course Objectives. This workshop is designed to provide a common foundation of understanding of the value, tools, methods, and concepts of root cause analysis and the identification of appropriate corrective action measures.

Part 1 – Introduction and Overview: Part 1 of the root cause and corrective action (RCCA) workshop provides an introduction and overview to the purpose, value, and importance of the RCCA process.

Part 2 – Root Cause and the 5 Why's: Part 2 of the RCCA workshop focuses on developing the skills in root cause investigation and the value of data-driven decision making. The root cause investigation tool, The 5 Whys, is also introduced with a case study.

Part 3 – Corrective and Preventative Action: Part 3 of the RCCA workshop provides an overview of corrective action processes and introduces participants to the concepts and value of preventative action.

Course Calendar/Schedule. This workshop is web-based and may be taken at the participant's own schedule. Workshop availability is 24x7. Once the participant is registered for the workshop, they will have 90 days to complete the workshop.

Course Policies. Enrollments will expire in 90 days.

Attendance. Since this is a web-based course, the participant can start and stop the workshop as their schedule allows. The only requirement is that it is completed within 90 days.

Class participation. Participants will be guided through exercises. To prepare for these exercises, it is anticipated that participants will download associated worksheets.

Missed exams or assignments: Participants must complete three quizzes, one at the end of each workshop part.

Academic dishonesty: As this workshop is web-based, it is expected that each participant will engage in their own work.

Grading: As this workshop is designed as an introduction to root cause and corrective action, there is no specific passing grade. Participants will be provided their score at the end of each workshop part and may retake the part if they so desire.

Available Support Services. If separately contracted for, additional instruction and consultation may be provided by The IPL Group.