

Root Cause Analysis for Managers, Quality, and Safety Practitioners – 2 Days

Introduction

Organisations which can deliver an effective quality audit system and a process to follow up with all issues in an effective and practical way, grow and flourish.

The Aviation Quality System should be at the heart of the operation, fully functioning within every department and element of the organisation.

The ability to understand exposure and to analyze root causes are without doubt essential skills for auditors and managers alike.

The purpose of this training is to identify best practice techniques and behaviors to support the delivery of effective Root Cause Analysis This course is intended to be highly practical and to help the delegate focus on the 5 elements which exist within a finding or issue.

The finding – What is the problem? – Why is it a problem? – What standard has not been met (is it internal or external)? – Why did it happen? – How to consider Root Cause?

The outcomes of such activities play a significant role in supporting the organization to achieve its goals to not just maintain, but to exceed regulatory compliance – What is the consequence – risk or opportunity considered and to consider the corrective action disposition – Who, What & When?

Who is the course for?

Determination of root cause is a task addressed to functional area managers, nominated persons and senior management. Quality assurance staff should also have good knowledge of Root cause analysis to support the process of determination of root cause and the process of developing appropriate corrective actions. The course is also beneficial for persons involved with interaction with organization SMS.

tel + 359 2 821 08 06
email team@sassofia.com

www.sassofia.com

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What is the Benefit of this Training – What will I learn?

- a) To be able to explain the key elements required to ensure the organisations compliance audit System processes are able to identify Root Cause to both ensure compliance and to deliver maximum effectiveness.
- b) To be able to explain the requirements for both the QA and SMS systems including an understanding of the different types of audit applicable for each area together with how the QMS and SMS integrates within the overall Management System Process.
- c) To consider in depth Compliance Management Auditing and to raise an understanding of the difference related to root cause within the Quality System (QMS) & Safety System (SMS)
- d) Ability to focus on effective identification of root cause analysis and promotion of positive action.
- e) To be able to place a clear priority on best practice management within a strong quality assurance “compliance-based” system.
- f) Understand techniques to focus on the organisational issues during the audit including the relationship within the work place and responsibility to address issues.
- g) Understanding how an effective Quality Assurance system can support the effectiveness of the organisation
- h) Able to identifies the root cause of the faults and failures
- i) Able to apply the corrective actions for preventing the recurrence of the causes leading to failures

Detailed Content / Topics - The following Subjects will be addressed

- General Introduction – Regulatory framework and international requirements (ICAO-SMS framework, EASA, FAA, IATA)
- Abbreviations and Terms
- Understanding Complex Problems & Determination of Root Cause
- Understanding The Nature of Risk
- Practical Understanding of the role of Root Cause
- Identification of Root Cause
- Is Human Error in Aviation an Acceptable Outcome as a Root Cause
- Common Errors in Aviation Root Cause Analysis (RCA)

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Detailed Content / Topics - The following Subjects will be addressed

- Root Cause – Understanding the Different Role Between Quality & Safety
- Introduction to Bowtie Risk Assessment Methodology
- Aviation Human Factors Considerations Related to Root Cause Analysis (RCA)
- Human Factors Analysis and Classification System (HFACS)
- Using Root Cause Analysis to Drive an Effective Quality System
- Effective Aviation System Root Cause Analysis using 5 Why & Fishbone Techniques together
- Introduction to Fault Tree Analysis
- Introduction to Bowtie Risk Assessment Methodology
- The Role of Process Failure Mode and Effects Analysis (PFMEA) in Aviation System Root Cause Analysis
- Collection of Evidences –How Much is Too Much?
- Additional Practical Techniques for Determining Root Cause
 - Using Pareto as an Aviation Root Cause Assessment Technique
 - Tripod Beta
 - Brainstorming
- Investigation and Analysis Risk and Exposure
- Performing and Managing Investigations
- Root Cause Team Exercises
- Debrief & Close

Target groups

This training is highly relevant for senior management and members of the quality Assurance Audit department, it is also relevant for all business area stake holders.

Pre-requisites

A background or understanding of Aviation audit.

Learning Objectives

To re-enforce a comprehensive understanding of the requirements for both the QA & SMS systems including an understanding of the different types of audit applicable for each area and how to identify discrepancies.

To understand methodology to determine root cause and develop appropriate responses.

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Learning Objectives

To consider the fundamentals of a fully compliant Aviation Quality System together with the key elements required to deliver maximum effectiveness.

How to identify areas which need special attention and how to focus our efforts on making sure we have a comprehensive understanding of multiple root causes.

An essential element then of benefiting from this training is to focus on the issues, how they relate in our work place, and what we need to do to address them.

The intention of this training is not to tick the regulatory box but to identify the significant issues which need to be addressed.

Learn to apply the RCA techniques based on case studies and/or simulated scenarios which will allow reinforcing of the key concepts.

Produce a final report containing the main contributing factors and recommendations.

What do People Say about Sofema Aviation Services Training?

"The content of the course will be very useful for my future practices."

"All my expectations are met."

"The course really contributed to expanding my knowledge in that area."

"The instructor really added up to me understanding the topic."

"The presentation made the material so much more comprehensible."

Certificate Wording

Introduction to SMS, Difference between Quality & Safety Auditing & Delivery of Effective Safety Audits, Identification of Root Cause, Root Cause Analysis, Developing Preventative Strategies, Performance Auditing, Performing and Managing Investigations.

Duration

2 days – Start at 09.00 and finish at 17.00, with appropriate refreshment breaks.

To register for this training, please email team@sassofia.com or Call +359 28210806

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