

COURSE CONTENT OVERVIEW

Root Cause Analysis

This Root Cause Analysis course is designed to help those in the food manufacturing industry to investigate and discover the root causes of food safety and quality problems so that they can prevent them from reoccurring. This course provides you with information on how to perform three different types of root cause analysis techniques, suitable for the diverse range of situations that could arise in a food manufacturing workplace. It also takes you through how to perform a root cause analysis incident investigation from start to finish, concluding with how to implement a corrective and preventative action plan to manage or eliminate root causes.

By the end of this course, you'll feel confident in your ability to perform an effective incident investigation on food safety and quality problems, and to apply a number of root cause analysis techniques as part of that investigation. You will also be able to implement actions against root causes to ensure that the problems they cause cannot return.

Module 1: Introduction to Root Cause Analysis

This module introduces root cause analysis as a tool for investigating food safety and quality problems. It introduces the three main types of root cause analysis techniques used in the food manufacturing industry, considers when and why root cause analysis should be used and explains the steps for performing a root cause analysis incident investigation.

- What is root cause analysis?
- Root cause analysis techniques.
- Incident investigation.
- Ensuring root cause analysis is effective.

Module 2: Root Cause Analysis Techniques

This module looks in more detail at the root cause analysis techniques introduced in Module 1. It takes you through how to perform each of these techniques, when they should be used - depending on the complexity and scope of a problem - and the pros and cons of each.

- The 5 Whys Technique.
- The Fishbone / Ishikawa Diagram.
- The 8D Process.

Module 3: Corrective and Preventative Action

This module looks closely at the final steps of a root cause analysis incident investigation. It explains how to document the findings of your root cause analysis so that it can be used to facilitate future investigations. It discusses how to implement and verify a corrective and preventative action plan at the end of your root cause analysis investigation.

- Documenting root cause analysis findings.
- Putting corrective and preventative action in place.
- Verifying the effectiveness of corrective and preventative action.

Aims of the course

By the end of the course, you will be able to:

- Explain the purpose of root cause analysis.
- Identify when root cause analysis should be applied.
- Outline the pros and cons of the different root cause analysis techniques.
- Apply root cause analysis techniques in your setting.