

# ROOT CAUSE ANALYSIS TRAINING

## CHEMICAL AWARENESS WORKSHOP

**DATE:**

**29<sup>TH</sup> SEPTEMBER  
2020**

**VENUE:**

**ONLINE**

**DELEGATE COST:**

**MEMBER RATE  
£180 + VAT**

**NON-MEMBER  
RATE  
£300 + VAT**

CHEMICAL BUSINESS  
ASSOCIATION  
GROUP HOUSE  
SOUTHMERE COURT  
CREWE BUSINESS PARK  
CREWE, CHESHIRE CW1 6GU

Phone: +44 01270 258200  
Fax: +44 01270 258444  
E-mail: cba@chemical.org.uk

### Why attend?

When something goes wrong we need to act to prevent a re-occurrence. This is not a blaming exercise, but a learning exercise which if done well leads to many “A-ha!” moments of discovery and understanding, ultimately leading to improvements to prevent repeat issues. If this is done frequently over a period substantial performance improvements are to be expected.

Often investigations come up with the answer of “human error”, and then falter over identifying how to prevent future “human errors”. This is because the investigation has stopped too soon, often due to a lack of understanding of human errors.

This Root Cause Analysis (RCA) course takes you through how to undertake a value adding RCA activity, to get to the true root causes, and then to develop appropriate and cost effective corrective

### Who should attend?

The workshop is suitable for all levels of personnel requiring an ability to undertake Root Cause Analysis.

This is relevant to many areas, including engineering, maintenance, production, quality, and HSE officers.

*The workshop provides a practical insight into aspects of Root Cause Analysis including:*

- *The tools used to investigate failures*
- *How to visually represent failure events*
- *The underpinning models and theories required in order to correctly identify root causes*
- *How to develop relevant and cost effective corrective actions*
- *How to categorise different types of root causes, which allows an organisation to identify trends and patterns that can be addressed directly and pro-actively*
- *How to approach failures, to contain the issue to protect the customer and the business, to create time and space to undertake an RCA, and to ensure the actions from the RCA are effective*
- *The importance of the RCA management system in identifying failures and ensuring that RCAs are initiated and completed*

# ROOT CAUSE ANALYSIS TRAINING

## PROPOSED OUTLINE AGENDA AND BOOKING DETAILS

### CONFIRMATION

Confirmation of booking will be issued by email, when the booking is processed. The link and joining instructions will be issued by email one week prior to the event.

### PAYMENT/CANCELLATIONS

**ALL PAYMENTS MUST BE RECEIVED BEFORE 31<sup>ST</sup> AUGUST 2020 AND ANY CANCELLATIONS MADE AFTER THIS DATE ARE NON-REFUNDABLE.**

Payment may be made by Cheque, BACS, or Credit Card (Credit / Debit Card charges apply as follows; Debit Cards + 0.55% / Personal Credit Cards (Visa or Mastercard only) + 1.681% / Corporate Credit Cards (Visa or Mastercard only) +2.555%). Cheques and bankers drafts must be in Sterling and should be made payable to Chemical Business Association. Please ensure that the total amount includes VAT.

Chemical Business Association bank details:  
NatWest Bank Plc , Bishopsgate Branch,  
PO Box 34, London EC2P 2AP  
Sort Code: 50-00-00  
Account No 00420034  
Swift No: NWBK GB 2L  
IBAN No: GB063 NWBK 5000 0000 4200 34  
VAT No: 238409160

Under UK excise regulations delegates from all countries are required to pay VAT on any course taking place in the UK.

### SUBSTITUTIONS

Substitutions at the same membership level can be accepted at any time.

### CONTENT

There may be occasions when changes in programme content, speakers, timing and location have to be made for reasons outside our control. CBA accepts no responsibility for the opinions of speakers or any other persons expressed on its courses. In the event that CBA has to cancel a course a full refund will be given. CBA accepts no responsibility for any travel arrangements or cost due to cancellation.

### ACCESS REQUIREMENTS

To help us ensure that all delegates attending the event are able to participate fully, please let us know about any requirements you have by contacting [Vanessa.henshall@chemical.org.uk](mailto:Vanessa.henshall@chemical.org.uk).

### DIETARY REQUIREMENTS

Please inform us if you need us to cater for any specific dietary requirements.

### DATA PROTECTION

CBA processes the information provided by its members and non-members to enable it to carry out its activities in accordance with its objectives and for its administrative purposes. We may use the information to tell you about our other products and services. We will not make it available to any other person without prior consent from you.

### RECORDINGS

Please note that this event may be recorded and used internally by CBA.

<b>10.00</b>	<b>WELCOME AND REGISTRATION</b>
<b>10.15</b>	The three key aspects of RCAs – the Tools, the Mental Models, the Management Systems
	RCA – the Tools
	4C – an overall approach to failures
	Investigating a failure
<b>12:30</b>	<b>LUNCH</b>
<b>13.15</b>	Mapping a failure
	Mental Models that support good RCAs
	What makes a good Corrective Action
	Human Failure
	RCA – the Management Systems
<b>15.30</b>	<b>Q&amp;A</b>
<b>16.00</b>	<b>CLOSE</b>

### TYPE OR COMPLETE IN BLOCK CAPITALS

## BOOKING FORM

Company:			
Address (including Postal Code)			
Tel No.		Fax No.	
Booked by:			
Email Address:			
Membership Category	Member	Non-Member	
Purchase Order No.			
Accounts Department Email Address			
<b>Delegate Details</b>			
Title (Mr, Mrs, Dr, Etc) First & Last Name	Email Address		
Any Special Dietary Requirements?	XXXXXXXXXX NOT APPLICABLE XXXXXXXXXXXX		