

ROOT CAUSE ANALYSIS

What is the problem we are solving?

Leaders with accountability for risk management want the organisation to learn from crises. They want to be able to demonstrate corrective action and implementation from that learning.

Some organisations do not conduct meaningful reviews following a crisis or near miss. Some organisations conduct a superficial review. Some conduct a tick-box root cause analysis (RCA); but these tend to stop at operational causes. As a result, most organisations fail to identify the deep systemic causes.

What makes the difference?

Building capacity: we train delegates in the use of three main tools in real-world situations. We help delegates break through the operational thinking to analyse the systemic causes.

Holistic approach: we examine the human factors associated with RCA. This includes work on heuristics, bias and group dynamics; and the facilitation skills to work with teams that may be in conflict.

How does our solution achieve this?

We use expert facilitators. These are experienced practitioners who understand your needs because they've been in your position; and they bring an outside perspective from other industry sectors.

We use sophisticated methods. We deliver experiential learning – as opposed to loading your people with information they may or may not process. All our facilitators are formally trained to develop competence.

We are focused on the outcome. Instead of showing off how good our skills are, we develop your people so they can confidently perform from day one and sustain performance over time.

Contact us on opportunities@eddistone.com to discuss how we can help you.



What does a Root Cause Analysis session look like?

Before the session, we discuss your objectives and the scope of work. We review existing policy you may (or may not) have in place. We gather your examples of crisis, so we can tailor our training to you, using your language and operational context.

We usually conduct learning sessions over 6–8 hours. We spend the minimum time possible on explanation; and maximum time possible on demonstration, imitation and practice. For this reason, we use scenarios from the outset, bringing subject matter to life.

Using a process based on the *6M*, *Five Why* and *Cause & Effect* models, we work through example RCAs in syndicates. We intersperse this with taught sessions on facilitation skills, gradually building in complexity to a realistic and engaging scenario exercise.

What are the benefits?

LEADING EDGE

Using this approach dramatically enhances your organisation's resilience maturity. So many organisations fail to learn from crises (or fail to implement learning). You will be in a position to confidently conduct a process that gives you credible outputs that you can articulate to decision-makers.

AUTHORITATIVE

Our process is aligned with standards for Risk Management (ISO 31000), Crisis Management (BS11200 and PD CEN/TS 17091), Major Incident Management (ISO/IEC 20000) and Business Continuity (ISO22301). Generally these standards state a need for RCA: you get the *how to* from us.

ALIGNED

Instead of presenting another parallel process, we work with you to align RCA with your existing risk management system. We avoid making RCA a black art and show how it enhances your process and delivers on your risk management policy.

ACTION-ORIENTATED

Your people are able to conduct meaningful post-impact reviews and understand the real root causes. This dramatically enhances your risk management system: When learning is fed back into corrective action and implementation, you get real change.