



DEFENSE ACQUISITION UNIVERSITY

CMQ 220 - Root Cause Analysis (RCA)

140620

Course Learning/Performance Objectives followed by its enabling learning objectives on separate lines if specified.

1	Given descriptions of the uses of a root cause analysis, recognize the importance of a root cause analysis.
	Identify the origins of root cause analysis.
	Recognize the importance of root cause analysis within the quality assurance process.
	Match the roles of parties involved in a root cause analysis with their responsibility.
2	Given a root cause analysis scenario describing an event-based problem, define the problem.
	Identify the challenges of traditional problem solving.
	Identify the activities involved in problem solving.
	Identify the common pitfalls encountered during problem solving.
	Identify the skills and attitudes of a successful problem solver.
	Recognize the purpose and importance of defining the problem.
	Recognize the criteria of a well-defined problem.
	Recognize the process of defining a problem.
	Define the critical elements of the problem.
	Associate events to a sequence/timeline.
3	Given a simple problem scenario and a problem solving tool, complete cause and effect charts.
	Recognize the four characteristics of the cause and effect principle.
	Identify the 5 Whys Principle.
	Identify the characteristics of the Ishikawa (fishbone) and tree diagrams.
	Recognize the categories used for generating an Ishikawa diagram.
	Illustrate an Ishikawa (fishbone) diagram.
4	Given an event-based, problem situation scenario, sample data, and a cause and effect charting tool, identify the root cause of the problem.
	Recognize the difference between presumptive, contributing, and root cause.
	Recognize event-based problem situation descriptions by causal factor.
	Identify presumptive causes.
	Define the process to validate presumptive causes.
	Recognize the difference between root and contributing cause criteria.
	Identify methods to verify root cause.
Identify root and contributing causes.	
5	Given the root and contributing causes of a sample event-based problem, analyze corrective actions.
	Identify the process for evaluating corrective actions.
	Isolate corrective action(s) for root cause(s).
	Relate corrective action(s) for contributing cause(s).
6	Given a scenario, recognize criteria for reporting conclusions.
	Identify the process for reporting RCA conclusions.
	Recognize stakeholder considerations for reporting conclusions.
7	Given a scenario that includes root cause analysis reports provided by an organization, analyze report conclusions.
	Analyze reports for presumptive, contributing, and root causes for accuracy.
	Analyze a corrective action plan for effectiveness.
	Identify corrective actions that prevent recurrence.