# QMS ROOT CAUSE ANALYSIS COURSE

## Course Overview

The course aims at providing instruction on corrective action processes arising from quality or safety findings through root cause analysis within an aviation organization to ensure non- recurrence and ensure improvement of performance.

The training is an extension to Aerosafe's Quality Management and Safety Management courses.

## Course Objectives and Learning Outcomes

The objectives of this course are to:

a) Review the need for corrective and preventive actions resulting from audit and investigation findings.

b) Identify regulatory and aviation industry requirements for root cause analysis.

c) Identify root cause analysis processes;

d) Demonstrate the application of different root cause analysis methods;

e) Demonstrate understanding of the applicable roles and responsibilities;

## Course delivery mode

Physical classroom
Virtual classroom

## Target Group

✓ Accountable Managers
✓ Top level managers such as Chief Financial Officers, Commercial Directors, Chief Operations Officers, etc.

✓ Other managers interested in understanding SMS, Reservations Managers, Marketing Managers, etc.

Note: Nominated postholders (Heads of Safety, Heads of Quality, Heads of Operations, Heads of Maintenance, etc.) are required to take the SMS for Managers course as their initial SMS course.

## Prerequisites
1) Quality Management Systems 5-day or Safety Management Systems 5-day course.
2) Computer skills - working knowledge of office productivity software. Access to, and basic use of data processing, spreadsheet and presentation tools (like Microsoft Word, Excel, PowerPoint) is a requirement.

## Instructional Delivery Methods
✓ Classroom and/or virtual sessions
✓ Power point presentations and relevant videos
✓ Training notes and exercise handouts
✓ Includes relevant examples and discussions
✓ Practical Exercises
✓ Case study

## Duration
12 hours (2 days)

## Required Materials
Participants must bring to class a laptop which has functional office productivity software (Microsoft 365/Google Workspace etc.) and internet connection capability.

## Course Completion Standards
✓ Attend all sessions
✓ Satisfactory performance root cause analysis exercises
✓ Pass end of course Exam

## Course Content
1) Introduction to Root Cause Analysis.
2) Regulatory requirements and international standards.

3) Problem solving practices and common errors.
4) Identifying root causes in audit findings
5) Identifying root causes in safety occurrences
6) Steps to conducting an effective root cause analysis
7) 5-Whys root cause analysis
8) Fish Bone root cause analysis
9) Other root cause analysis models
10) Case studies and root cause analysis exercises.
11) Exam and Training Summary.

## Contact Details

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