

Apollo RCA Turnkey Program Planning + Results Workshop

COURSE DESCRIPTION

The Apollo RCA methodology is an advanced, effective problem-solving technique. To reap the full benefits of an effective RCA program, a comprehensive implementation strategy must be developed that establishes: program goals, training strategy, a set of metrics, RCA workflow processes, and clearly defined roles and responsibilities. These key infrastructure elements must then be integrated into existing organizational structures and workflows in a way that minimizes bureaucracy while capitalizing on existing systems. Equally important is gaining the "buy in" needed from those individuals ultimately tasked with the regular duties of the RCA program by performing a change management assessment on your organization. Capitalizing on our many years of experience, an Apollo facilitator will lead your management team through a strategic, targeted workshop focused on attaining the following key objectives:

KEY OBJECTIVES

- **Develop & define RCA program:**
 - Goals and objectives
 - Threshold criteria
 - Guidelines for different levels of RCAs
 - Key Performance Indicators (KPIs)
- **Solution success assurance:**
 - Develop effective solution criteria
 - Establish tracking system to measure solution effectiveness and implementation
- **Identify the players:**
 - Individual roles and responsibilities
 - A comprehensive training plan
- **Perform RCA process mapping workflow**
- **Secure employee support using the Prosci methodology to:**
 - Perform a program risk assessment
 - Tailor a change management plan
 - Assist in implementation of change management plan
- **Schedule follow-up visits for results monitoring & ongoing optimization**

DURATION

One and a half days (12 hours), **OR**
Up to three days if integrated RCA process mapping of other disciplines is included

PARTICIPANTS

Decision makers, key players and agents of change who are or will be responsible for RCA implementation and execution, and who are knowledgeable with their internal operational and decision-making processes.

PREREQUISITES

Familiarity with the Apollo method and Artemis incident investigation is recommended.

RECOMMENDED AUDIENCE

Those who are looking to implement an effective RCA program
Those that already have an RCA program, but need help optimizing it



Enhancing Problem-Solving Capabilities™

