



Apollo Associated Services, LLC
Root Cause Analysis

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Apollo Associated Services – Root Cause Analysis Backgrounder for Media

Overview Whether a company faces a problem, needs to improve, or is striving for a goal, Apollo Root Cause Analysis (RCA) is a proven, powerful tool. Apollo RCA enables companies to pinpoint the most thorough and effective improvements in:

- processes
- quality & mission assurance
- information technology
- reliability
- safety and health
- efficiency

Companies that utilize Apollo RCA point to significant measurable results that help today's organizations succeed in a global market, such as:

- return on investment
- time savings
- reduction and elimination of problem recurrence
- fewer regulatory issues
- reputation management
- engaged and united workforce
- ability to facilitate needed culture change

Expertise Apollo's consultants, trainers and investigators offer their clients education and/or career experience in related disciplines and industries. Many offer background in engineering, manufacturing, finance and other technical fields. And many actually walked in their clients' shoes. Their combined expertise is shared and applied to each Apollo client.

Services Apollo Associated Services has a 22-year track record of leading and innovating root cause analysis training, consulting, software and investigation solutions. Specific services include:

- In-person training courses tailored to the needs of people with various roles and levels of responsibility. Some courses are open to people from various companies, and others are private to a specific company. Courses are held in many languages in many countries worldwide.
- Online training suite, called eRCA. Consists of a beginners level course called Foundations of Problem Solving™, and a more advanced course called Problem Analyst™.
- Software, called RealityCharting™, that enables root cause analysis tracking, collaboration, reporting, and documentation for due diligence.
- RCA program implementation, development and improvement consulting.
- Incident investigations (provided by affiliate company Artemis Investigations).
- Third-party facilitation and dispute resolution regarding issues related to root cause analyses.
- Process hazards analysis.

Clients Although RCA can be valuable when applied to organizations of any size or industry, Apollo has particular expertise working with industry leaders in:

- aerospace and aviation

- chemicals, gases and refining
- power generation and distribution, alternative energy
- medical devices and healthcare
- technology
- professional services like finance and insurance
- manufacturing and construction
- resource exploration and mining

Within each organization, a variety of departments benefit from working with Apollo, including:

- information technology
- safety
- quality (internal and supplier)
- reliability
- manufacturing
- customer service
- logistics
- accounting

Many Apollo clients that utilize programs like ISO, LEAN, Six-Sigma and ITIL fulfill the respective program requirements – and significantly improve results -- by integrating Apollo Root Cause Analysis.

History The Apollo RCA method was a direct response to the challenges faced by industry in the early 1980s – high incident rates, complex problems, and significant consequences. Aiming to provide industry with a simply applied, yet effective, problem-solving tool, the Apollo method was introduced in the mid-1980s by Dean Gano, author of “Apollo Root Cause Analysis – A New Way of Thinking.” Each year since then, thousands of students worldwide have participated in Apollo training.

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