

## eRCA™: Problem Analyst

### DESCRIPTION

eRCA™ Problem Analyst is the second course of Apollo's eRCA™ suite of e-learning courses. Problem Analyst builds on the knowledge provided in the first eRCA™ course – Foundations of Problem Solving. Problem Analyst is designed to provide the applied skills that an individual problem solver requires to complete an RCA and present a logical business case for the solutions that have been identified. The course uses the knowledge and awareness of the Apollo RCA method gained in Foundations and enhances the learner's depth, breadth and proficiency in effective problem solving. This self-paced e-learning course uses a diverse range of examples and exercises from multiple industries, businesses and professions to efficiently walk the student through the RCA skill-enhancing exercises.

#### Key Learning Objectives:

At the end of this course, students will be able to:

- Define a problem and describe the full cost and significance of that problem using RealityCharting®
- Use RealityCharting® software to show why a problem occurred
- Identify effective solutions to a problem using Apollo's four basic solutions criteria
- Use custom business criteria to identify the best solutions
- Create detailed solutions that can be implemented correctly by others
- Develop an optimal set of solutions
- Calculate return on investment and payback times for a proposed set of solutions
- Design detailed metrics + monitoring requirements to track the implementation + effectiveness of solutions
- Identify and address organizational resistance to certain types of solutions

### DURATION

This e-learning course is based on 2.5 to 3 days of classroom-based content. As a self-directed online course, students receive a one-year license during which they have unlimited access to the course. The course could be completed in 3 to 5 hours of concentrated learning.

### PARTICIPANTS

The course is designed for people who need to use a structured approach to solve important problems (RCA) but who are not expected to necessarily facilitate RCA teams or lead high profile investigations. Problem Analysts will be key support personnel for Apollo Practitioners, Facilitators and Super Users working on high-profile incidents.

### PREREQUISITES

eRCA™: Foundations of Problem Solving

### RECOMMENDED AUDIENCE

- Professionals from any industry or discipline who need to effectively solve problems to improve their organization's bottom line and competitive advantage.
- Any individual whose job position requires formal RCA or problem analysis training/skills.
- Individuals who want to enhance their position in competitive job markets or be first in line for promotion opportunities.
- People working from remote locations who may not be able to travel to regular classroom-based courses.
- Previously trained Apollo Practitioners, Super Users or Managers looking for a professional development opportunity.



Enhancing Problem Solving Capabilities™

