



SYSTEMIC-RESILIENT PRECISION PTY LTD

S-R-P are the sole distributors for Decision Systems Inc. root cause analysis and problem solving software. in the AsiaPacific Region.

REASON® root cause analysis and RAID™ behavioral root cause analysis. S-R-P evidence based performance improvement

... speak with one of our consultants.

PHONE: 1300 13 88 07

GENERAL COURSE INFORMATION:

- Use your own or our computer for this course.
- Full Manual and Workbook provided. Includes choice of application exercises ie Medical, IT, Engineering
- Light lunch and tea-break snacks provided (Public Training Only)
- 1-month post-training practice software for tutorial and case study practice model building.
- 1-month post-training feedback on workplace application and incident models. This support is provided via e-mail communication (where possible feedback will be provided within 48hrs).
- (In-house training only) – custom case studies

CANCELLATIONS:

- Full refund up to 14 days prior to the training date.
- 15% Administration Fee up to 72 hours prior to training date.
- No refund during the 72 hours prior to the scheduled training date.

TRANSFERS:

- Transfer to another attendee can be made at no charge up to 72 hours prior to scheduled training delivery date, a 20% administration fee will then apply.

- SOFTWARE TRAINING CONSULTING

- MULTI-SITE ENTERPRISE PROBLEM-SOLVING SYSTEMS

- LESSONS LEARNED SYSTEMS

- CORRECTIVE ACTION TRACKING SYSTEMS

- TRAIN –THE-TRAINER & CONSULTING CERTIFICATION PROGRAMS

HEAD OFFICE:

Suite 201 (Level 2)
185 Elizabeth Street
Sydney NSW 2000

+61 (2) 9994 8009 :direct

1300 13 88 07 :national

srp@s-r-p.biz :email

www.s-r-p.biz :web

REASON® Pro RCA Software 1-day Training Course



PROBLEM-SOLVING STANDARD OPERATING PROCEDURE

CONSISTENTLY GUIDES YOUR ROOT CAUSE ANALYSIS TO REVEAL THE “FIX THAT STICKS”!

- The REASON® Pro patented questioning process reveals all the opportunities for corrective action.
- Documents the latent and active causal structure for operations and performance problems.

Systemic-Resilient-Precision
consulting-training-software

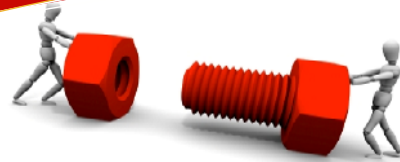
S-R-P | evidence based problem-solving technologies for enterprises that demand a ‘fix that sticks’

REASON® ROOT CAUSE ANALYSIS – RAID™ BEHAVIORAL ROOT CAUSE ANALYSIS – INVESTIGATION TRAINING – WORKSHOP FACILITATION TRAINING

Performance for international and multi-site enterprises is all about process-resilience.

The resilience rests in the process; regardless of who is on shift,
the quality of client service must remain consistent.

- that's quality you can bank on -



WHO SHOULD ATTEND

- IT Problem Managers
- Engineers
- Risk Managers
- Health-care Professionals
- Quality Managers

REASON®-prevention focused RCA

We ensure course participants are provided with practical skills; they can use them immediately to undertake rigorous professional analysis of operational incidents, problems and adverse outcomes.

REASON® Pro Software Participants will be trained in this Analyst Level Course to:

- Document the cause-and-effect order of incident facts. (latent and active causes)
- Validate reliability of root cause analysis evidence. (patented REASON® logic check questioning process)
- Produce professional single incidents reports and analysis.
- Make Corrective Action Recommendations that are evidence based and prevention focused– the recommended corrective actions is always a systemic response.
- Easily reveal the systemic improvement opportunities and pin-point the changes required to the business process; they will even be able to identify what percent of the problem will be solved for each recommended corrective action.
- No blame, just a process to systemically improve performance; retain & share the lessons learned.

COURSE SESSION OUTLINE

INTRODUCTION

- Purpose & structure

STARTING ROOT CAUSE ANALYSIS MODELS

- Scalability & Case Assessment
- Problem Statement (Change, Condition, Inaction)
- Wording Automated and Self Correction Options

ENTERING CAUSAL DATA INTO RCA MODEL

- Entering Causal Data (Change, Condition, Inaction)
- Wording the Entry of Causal Statements
- Natural Language Processor & Template
- Questions & Advice Guidance (4 Logic Patterns)
- Manual Entry of Cause Statements
- Using the Tool Chest
- Logic Test (Automated Rule 1-3 practical application)
- Using the Parking Lot
- Quick Introduction to REASON® Express & FrontLine™

WHEN AND HOW TO STOP

- Root Causes
- Root Cause Wizard (Principles of Organisation Control)
- Insufficient Data & Non-Correctable

REPORTS, EDITING & MODEL NAVIGATION

- Standard Reports
- Attaching References, Documents and Cause Codes
- Trend Analysis & Lessons Learned Repository Reporting
- Changing the Questioning Focus
- RCA Model Tree View & RCA Model Tree Build Mode
- Tabs & Multiple RCA Models
- Moving Cause & Effect Event Chains

POST-TRAINING PRACTICE OPTIONS & SUPPORT

- Practice REASON® Case Studies
- One-month e-mail feedback and Q&A on REASON® RCA models.



CERTIFY YOUR IN-HOUSE TRAINERS TO DELIVER THIS PATENTED RCA METHODOLOGY TRAINING

Systemic-Resilient-Precision Pty Ltd (S-R-P) are the sole organisation for delivery of the REASON® and RAID™ root cause analysis In-house Train-the-Trainer Programs within the AsiaPacific Region. For more information on our train-the-trainer program ... **1300 13 88 07**

1-Day REASON® Training

REGISTRATION FORM:

___/ Sydney 25 Nov 2008

___/ Brisbane 27 Nov 2008

___/ Melbourne 2 Dec 2008

Consider completing the REASON® 1-day Methodology Course prior to this course

YOUR NAME | PHONE NUMBER | EMAIL

NAME & ADDRESS FOR TAX INVOICE

“X” to indicate purchase option

_(___)_ 1-Day REASON® RCA Analyst Level
REASON® Software Course **AUD\$680.00 +GST**

_(___)_ 2-Day REASON® Software &
Methodology (20% Disc.) **AUD\$1,200.00 +GST**

_(___)_ 10% Disc -REASON® Pro Software
purchased same time **AUD\$1,765.00 +GST**

_(___)_ **PAYMENT METHOD**
pay/paid by credit card at www.s-r-p.biz

_(___)_ **PAYMENT METHOD**
pay/paid by direct debit to: “S-R-P P/L”
BSB: 032 007 | ACCOUNT: 36 55 86

FAX FORM TO: +61 (2) 89 166 435
or e-mail info to srp@s-r-p.biz