



## Root Cause Analysis - Retail

Estimated Time* 11:00AM –3:30 PM	Topic
<b>Day 1</b>	Introductions
	Course Overview
	Components of Root Cause Analysis (RCA)
	Define the Problem Exercise: Burger Palace
	Understand the Process Egg Casserole Flow Chart
<b>Day 2</b>	Understanding the Process Cont'd Exercise: Burger Palace
	Identify Possible Causes Exercise: Burger Palace
	Collect Data
<b>Day 3</b>	Analyze the Data
	Error Analysis (PPEEF)
	Identify Possible Solutions
	Risk Control Plan Exercise: Burger Palace
	Select Solutions to Implement
<b>Day 4</b>	Implement the Solutions
	Evaluate the Effects
	Institutionalize the Change
	Capstone Campy Quitas Activities 1-3
	Closing
<i>*Includes breaks.</i>	