



Effective Solutions to Everyday Problems Every Time™

## Get to know us by getting to know our Clients!

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### VOC/VOF

A Sample of our Global Clients!

Our clients base is expanding weekly and it covers all disciplines, functions, products or processes. Upon request, we will provide you with references and contact information to any of our clients and our Facilitators.

### Upcoming RCA Public Seminars

[Click here to Register](#)

### VOC: Voice of Our Client

*"HSSE is a top priority and a core value at Buckeye. Process Hazard Reviews and Root Cause Analysis/Investigation are a vital part of our HSSE program. Buckeye is very pleased to partner with IIS/EPS to develop and implement these vitally important programs. The professionals at IIS/EPS are very knowledgeable and bring a wealth of experience to the process"*

Patrick D Hodgins  
Director HSSE  
Buckeye Partners, L.P.

### VOF: Voice of Our Facilitators

*"Great Course - Excellent Instructors! EPS does more than Instruct - EPS Cares!"*

*"I like the way you expanded my mind with a simple structured method, rather than trying to change it."*

*"This will help our self-directed work teams be much more effective in determining corrective and preventive actions."*

*"I have three PhD's, I am 55 years old, and this is the best training I have ever had."*

*"A must know methodology to our Six-Sigma/Lean Six-Sigma initiative and added tool to our 8B's and MBB's."*

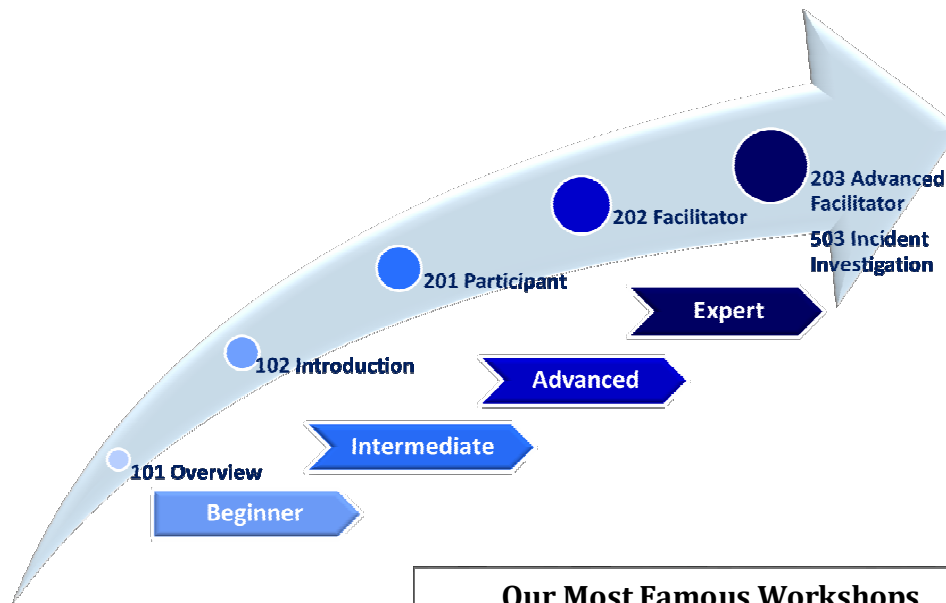
*"One of the best training courses I have ever taken!"*

Passed 01-May-2014

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## Course\* Offerings: Apollo RCA™/RealityCharting®



### Our Most Famous Workshops

Workshop Objective	Overview	Introduction	Participant	Facilitator	Advanced Facilitator	Incident Investigation
Subject Area	Information	Beginner	Intermediate	Advanced	Expert	Expert
Workshop ID	101	102	201	202	203	503
Durations - up to	2 hrs.	4 hrs.	1 or 2 days	2, 3 or 5 days	2 or 3 days	1 or 2 days
Continuous Improvement Program Overview	✓	✓	✓	✓	✓	
RCA Knowledge	✓	✓	✓	✓	✓	✓
RCA Skills		✓	✓	✓	✓	
RCA Team Participation			✓	✓	✓	✓
RCA Team Leading				✓	✓	✓
Investigation Skills				✓	✓	✓
Human Performance				✓	✓	✓
Advanced RCA Skills					✓	
Continuous Improvement Program Development	✓				✓	
Certificate Completion		✓	✓	✓	✓	✓
Certificate Qualification			✓	✓	✓	✓
Certificate Accreditation			✓	✓	✓	✓

\*Courses offered in 3 different formats: Traditional Instructor Led, eLearning and Blended.

\*Courses designed to fit our Clients' needs and to help them achieve their G's and O's.

## 202-T lo RCA™ for Facilitator

**Subject Area:** Advanced - Knowledge and Skills in Continuous Improvement and RCA

**Workshop Duration:** 2, 3 or 5 days.

**Number of Students:** Up to 24 Max.

**Pre-requisites:** None.

**Workshop Description:** This course strengthens the foundations of Effective Problem Solving by providing advanced knowledge and skills around Apollo RCA™ methodology to help eliminate problems from reoccurring.

Students will learn how to:

- ✓ Avoid ineffective problem-solving.
- ✓ Differentiate between Issue Resolution & Issue Elimination and Prevention.
- ✓ Clearly define any Problem.
- ✓ Develop a Cause & Effect Chart using:
  - RealityCharting® v7.x software or
  - Paper, Sticky Notes and Pen.
- ✓ Identify Effective Solutions.
- ✓ Gather evidence or data to support their analysis.
- ✓ Facilitate a RCA team.
- ✓ Develop and Implement an Action Plan.

It enforces the concept that RCA is a team based event and it is critical to include in the analysis a cross functional team. And most importantly it enforces that we are trying to seek effective

solutions not placing blame to help prevent reoccurring problems.

### Workshop Objective:

Provide the knowledge and skills necessary to:

- ✓ Perform Medium or High Level Analysis
- ✓ Apply the Apollo RCA™ Methodology
- ✓ Lead/Facilitate an Apollo RCA™ with a team of participants.

### Who Should Attend?

- Any and all individuals, who lead, facilitate or get asked to lead RCA.
- Not limited to shop floor personal, engineers, technicians, or mechanics.
- Applies to all disciplines, functions and organizations.

### Workshop Exercises:

- Learning reinforced with “hands-on” exercises - including a “3” hour final exercise - that allow students to apply the Apollo RCA™ process to real world problems and demonstrate presentation skills.
- Client can substitute their own examples to be used during this workshop.

### Workshop Content:

- ✓ Manual: Apollo RCA™ for Facilitator
- ✓ Software: RealityCharting® v7.x
- ✓ eBook: Seven Steps To Effective Problem-Solving by Dean L. Gano
- ✓ RCA Memory Jogger
- ✓ Course Completion Certificate

**Assessment:** 20 Questions test - Optional.

## Apollo RCA™ Methodology - 25+ years old Facilitator Workshop (202)

### Steps to Effective Problem Solving:

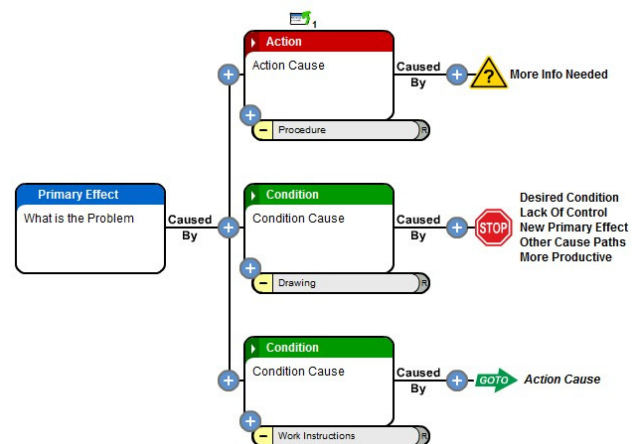
The Effective Problem Solving process is an iterative process. Each step is visited several times before the analysis is complete.

#### Step 1: Define the Problem

- ✓ **What:** What is the Problem
- ✓ **When:** Chronological and Relative
- ✓ **Where:** Specific and Relative
- ✓ **Significance:**
  - Actual and Potential Impact
  - Frequency

#### Step 2: Create the Cause and Effect Chart

- **Software:** RealityCharting®
- **Or NO Software:** Pen and Posted Notes
  1. Start with the Primary Effect
  2. Action Causes and Conditional Causes
  3. Causal Connection - “caused by”
  4. Evidence
  5. Stop or “?”



RealityCharting® Software v7.x

#### Step 3: Identify and Challenge Effective Solutions

1. Does this solution helps prevent recurrence?
2. Is this solution within your control?
3. Does this solution meet your goals?
4. Does this solution cause other unacceptable problems that you are aware of?

#### Step 4: Prepare, Finalize and Generate Incident Report

- ✓ Assign owners and due dates to implement the effective solutions identified.
- ✓ Summarize the RealityCharting® analysis.

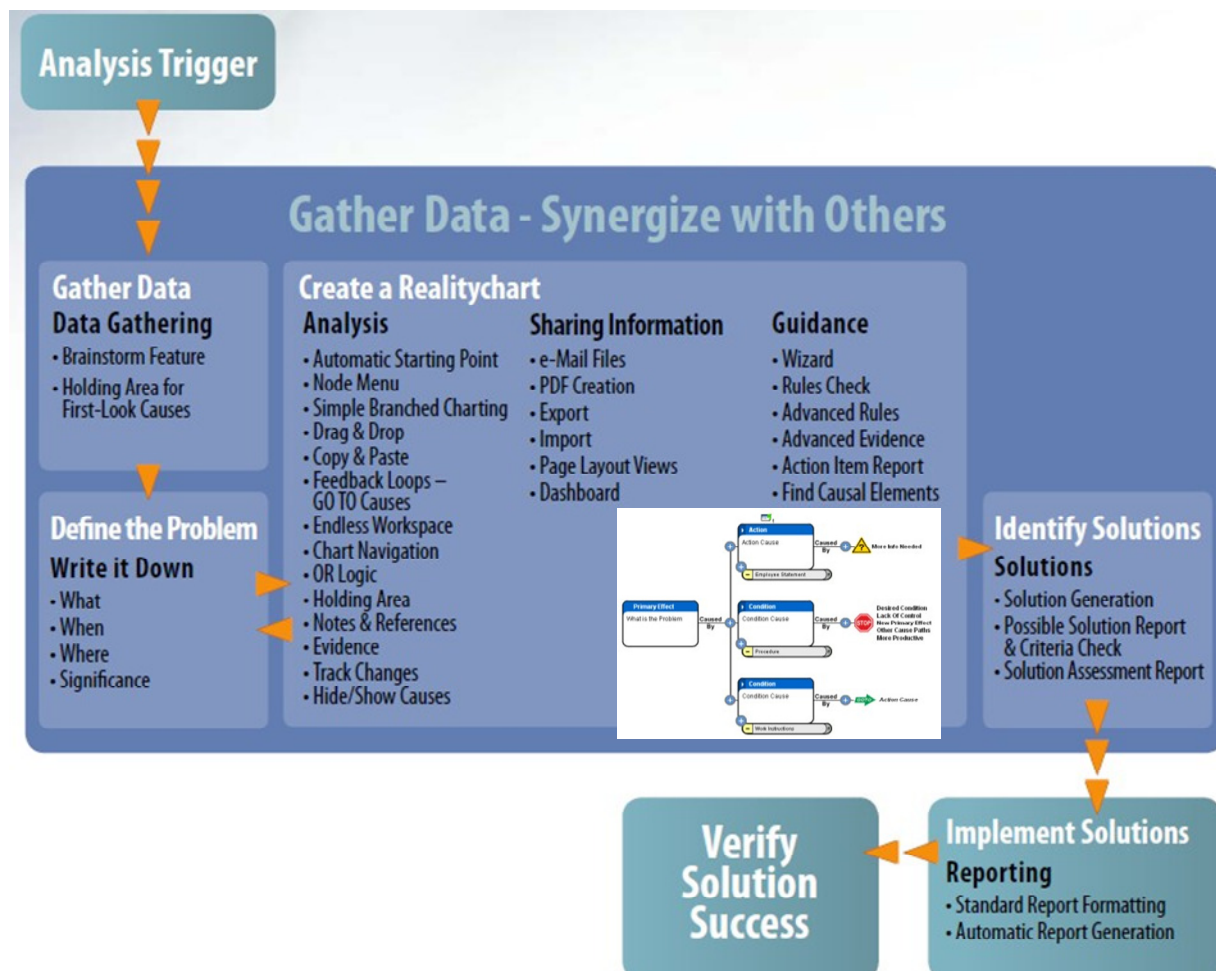
## Apollo RCA™ Methodology – 25+ years old

### Applications: Industry, Functions and Clients

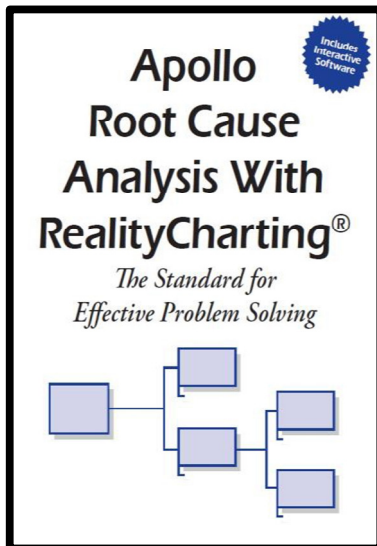
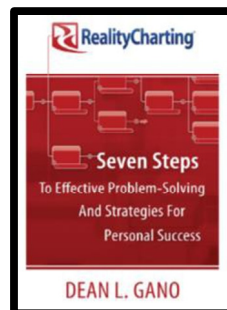
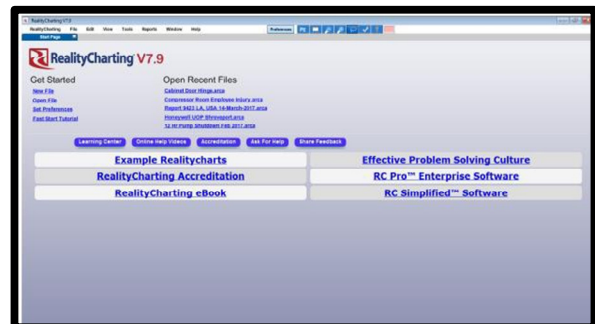
<b>ARCA™ Applications By Industry:</b>	<b>ARCA™ Applications by Functions:</b>	<b>Apollo Root Cause Analysis™ ARCA™ Clients:</b>	
<ul style="list-style-type: none"> <li>• Aerospace</li> <li>• Computer Hardware</li> <li>• Computer Software</li> <li>• Construction</li> <li>• Consulting</li> <li>• Defense</li> <li>• Education</li> <li>• Financial Services</li> <li>• Government</li> <li>• Healthcare</li> <li>• Insurance</li> <li>• Manufacturing</li> <li>• Metals and Mining</li> <li>• Mining</li> <li>• Municipal Government</li> <li>• Petrochemical</li> <li>• Pharmaceuticals</li> <li>• Power Generation</li> </ul>	<ul style="list-style-type: none"> <li>• Accounting</li> <li>• Customer Service</li> <li>• Environmental</li> <li>• Human Resources</li> <li>• Information Technology</li> <li>• Insurance</li> <li>• Labor Relations</li> <li>• Legal Services</li> <li>• Logistics</li> <li>• Production/Operations</li> <li>• Product/Process Failures</li> <li>• Project Management</li> <li>• Quality Assurance</li> <li>• Maintenance &amp; Reliability</li> <li>• Research &amp; Development</li> <li>• Safety (EHS)</li> <li>• Sales and Marketing</li> <li>• Supply Chain</li> </ul>	<ul style="list-style-type: none"> <li>• Abbott Point of Care</li> <li>• AirLiquide</li> <li>• Albemarle</li> <li>• Ameren</li> <li>• ARAMCO</li> <li>• Bahamas Power</li> <li>• Baker Hughes</li> <li>• Baxter</li> <li>• Blue Cross and Blue Shield</li> <li>• Buckeye Partners</li> <li>• Buckeye Pipeline</li> <li>• BORCO</li> <li>• BP – British Petroleum</li> <li>• Clorex</li> <li>• College of Brazosport</li> <li>• Covidien</li> <li>• Delta Company Group (GRIEF)</li> <li>• DOW Chemical</li> <li>• Dynegy</li> <li>• EQUATE</li> <li>• Ericsson</li> <li>• GE Aviation</li> <li>• GE Al-Shaheen</li> <li>• GE Oil &amp; Gas</li> <li>• GE Power &amp; Water</li> <li>• General Atomic Aero System</li> <li>• Goodrich</li> <li>• GRIEF</li> <li>• Honeywell</li> <li>• Kaneka</li> <li>• Kennametal</li> <li>• Kirby Inland</li> </ul>	<ul style="list-style-type: none"> <li>• KPC</li> <li>• KNPC</li> <li>• Lennox</li> <li>• Lonza – Arch Chemical</li> <li>• Lyondell</li> <li>• ME Global</li> <li>• Morton Salt</li> <li>• Nationwide Insurance</li> <li>• Northrop Grumman</li> <li>• OCI Fertilizer</li> <li>• Oiltanking</li> <li>• Oman LNG</li> <li>• OMV Exploration</li> <li>• Oncor Electric</li> <li>• Pepsi Company</li> <li>• Polak Group</li> <li>• REC Silicon</li> <li>• PMX</li> <li>• Qatar Petroleum</li> <li>• Raytheon</li> <li>• RockTenn</li> <li>• Safety Council (various)</li> <li>• SASREF</li> <li>• SIPCHEM</li> <li>• Starcon</li> <li>• Statoil</li> <li>• Talen Energy</li> <li>• Tellus</li> <li>• Thermofisher</li> <li>• Valero Energy</li> <li>• Westinghouse</li> <li>• Westlake</li> </ul>



## Apollo RCA™ Methodology – 25+ years old RealityCharting® Software v7.x step-by-step



## Manual, Software and eBook

**Facilitator Manual****.pdf Book****RealityCharting® V7.x Software**

### Chapter Course Contents

1. Introductions
2. Problem Definition
3. The Cause & Effect Principle
4. Cause & Effect Analysis
5. Solutions
6. Effective Communications
7. Gathering Data
8. Group Facilitations
9. Putting it All Together