








Cause Map[®] Training Recommendations

based on RCA role

	 Problem Lookout	 Cause Mapping Facilitator	 Certified Lead Facilitator	 Stakeholder
Typical Title within Organization	Any Front Line Personnel such as an Operator or Technician	Manager, Supervisor, Engineer, Safety lead	Manager, Supervisor, Engineer, Process Improvement Lead	Executives, Directors, Managers
Role within RCA Program	Front line problem solvers within the organization. Troubleshoots small problems (5-Why) and provides expertise on larger problems.	Responsible for conducting investigations for small to medium severity problems within the organization.	Conducts investigations for complex and high severity problems. Serves as a subject matter expert and champion of the Cause Mapping approach.	Owners of the processes affected by problems. Set RCA program goals and expectations. Provides support for the overall RCA program.
				
Training Rationale	<ul style="list-style-type: none"> ✓ Must understand role as first line of defense in preventing problems ✓ Prepare individual to be an active participant during an investigation ✓ Reinforce concepts of reliability, risk, and prevention ✓ Apply 5-Why problem solving on day-to-day issues 	<ul style="list-style-type: none"> ✓ Understand the connection between process and problem ✓ Be able to lead and facilitate a group problem solving investigation ✓ Build a Cause Map representing multiple parallel paths ✓ Identify effective solutions that make specific changes to process 	<ul style="list-style-type: none"> ✓ Validate mastery of Cause Mapping CONCEPTS ✓ Verify ability to FACILITATE a complex problem investigation ✓ Verify ability to DOCUMENT a complete investigation in Excel ✓ Demonstrate ability to effectively PRESENT investigation findings 	<ul style="list-style-type: none"> ✓ Must understand Cause Mapping approach ✓ Be able to reinforce concepts of Risk, Reliability, and Prevention ✓ Sets expectations for RCA program ✓ Be able to challenge investigations that fall short
Training Solution	5-Why Cause Mapping for Frontline	Cause Mapping for Facilitators + Documentation	Cause Mapping Certified Facilitator program	High Reliability Leadership