

Root Cause Analysis Made Easy A Guide For Investigating Errors And Improving Processes

Do you want to solve problems in your business once and for all? Some businesses use root cause analysis methods successfully, many do not. These methods have huge potential and using them effectively can deliver amazing results for both you and your business. Being able to use root cause analysis tools effectively can help solve business problems and prevent them from reoccurring in the future. But what if there were a couple of little twists you could use that would make a big difference to your results? This book will share with you some extra tools that can be used to deliver surprisingly powerful results. The methods shared in this book are the same methods Giles Johnston uses with his clients. They are tried, tested and they get results. If you're ready to make root cause analysis deliver some amazing results for your business, then get your copy today!

Historically, the integration of manufacturing methodologies into the office environment has proven to be problematic. Part of the difficulty lies in the fact that process workflows tend to be globally dispersed and thus rely heavily on information technology. But in complex service systems that contain a mix of employees, consultants, and technology, standardized protocols have been shown to reduce cycle time and transactional cost as well as improve quality. The successful application of Lean methodologies to improve process workflows is an efficient way to simplify operations and prevent mistakes. In *Lean Six Sigma for the Office*, Six Sigma guru James Martin presents proven modifications that can be deployed in offices, particularly those offices involved with global operations. Making use of Kaizen and Six Sigma concepts, along with Lean manufacturing principles, this book instructs managers on how they can improve operational efficiency and increase customer satisfaction. The author brings experience gleaned from his application of these methodologies in a myriad of industries to create a practical and hands-on reference for the office environment. Using a detailed sequence of activities, including over 140 figures and tables as well as checklists and evaluation tools, he demonstrates how to realize the rapid improvement of office operations, and how to eliminate unnecessary tasks through value stream mapping (VSM). The book also emphasizes the importance of strategic alignment of Kaizen events and the impact of organizational culture on process improvement activities. Latter chapters in the book discuss key elements of a change model in the context of transitional improvements as they relate to the process owner and local work team. By applying the proven principles found in this book, effective and sustainable organizational change can be accomplished, efficiency can be improved, and mistakes can be eliminated. This 2nd edition provides insight into the new tools and methods Lean Six Sigma process improvement professionals need to improve customer experience and increase productivity within high transaction processes across complex information technology ecosystems. It is one-stop self-contained reference for the application of Lean Six Sigma methods enhanced by powerful approaches for process improvement in highly complex service processes. Several new leading-edge topics are integrated into this new edition, such as:

- The "voice of" customers, suppliers, employees and partners
- Design Thinking Alignment
- Ecosystems in Information Technology
- Metadata Definition and Lineage
- Information Quality Governance
- Big Data Collection and Analytics
- Mapping High Volume Transactions through Systems
- Robotic Process Automation Applications
- Automating for Solution Sustainability
- Governing Organizations
- Data Privacy (General Data Protection Regulation)

The newly revised and thoroughly updated *Environmental Compliance Made Easy* handbook from Government Institutes' popular 'Made

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Easy' series reorganizes thousands of pages worth of federal environmental regulatory programs into one easy-to-use compliance resource, organized by program. Intended as both a beginner's guide and a veteran's reference, this edition provides readers with a concise summary of the major environmental programs and introduces readers to the laws and regulations programs, key requirements, responsibilities of regulated parties, and compliance and auditing processes of each. In addition to covering air quality management, hazardous materials management, impact assessments, and underground storage tank management, this new edition now also covers homeland security and emergency response, compliance audits, information technology initiatives and innovation, pesticide management, property transfer and due diligence, solid waste and toxic substance management, and training. Readers will emerge with a fundamental understanding of which environmental management programs they should consider and how to implement them when developing proactive, successful, and reliable regulatory compliance programs. Key compliance sections include applicable methods, strategies for reviewing compliance status and implementing environmental programs, and checklists based on actual agency protocols. Readers can use the checklists to complete portions of their company's overall environmental compliance plan.

This practical book provides a step-by-step approach to testing mission-critical applications for scalability and performance before they're deployed -- a vital topic to which other books devote one chapter, if that. Businesses today live and die by network applications and web services. Because of the increasing complexity of these programs, and the pressure to deploy them quickly, many professionals don't take the time to ensure that they'll perform well and scale effectively. The Art of Application Performance Testing explains the complete life cycle of the testing process, and demonstrates best practices to help you plan, gain approval for, coordinate, and conduct performance tests on your applications. With this book, you'll learn to: Set realistic performance testing goals Implement an effective application performance testing strategy Interpret performance test results Cope with different application technologies and architectures Use automated performance testing tools Test traditional local applications, web-based applications, and web services (SOAs) Recognize and resolves issues that are often overlooked in performance tests Written by a consultant with 30 years of experience in the IT industry and over 12 years experience with performance testing, this easy-to-read book is illustrated with real-world examples and packed with practical advice. The Art of Application Performance Testing thoroughly explains the pitfalls of an inadequate testing strategy and offers you a robust, structured approach for ensuring that your applications perform well and scale effectively when the need arises. "Ian has maintained a vendor-agnostic methodology beautifully in this material. The metrics and graphs, along with background information provided in his case studies, eloquently convey to the reader, 'Methodology above all, tools at your discretion...' Ian's expertise shines through throughout the entire reading experience."-- Matt St. Onge, Enterprise Solution Architect, HCL Technologies America / Teradyne

This title is now available under ISBN 9780702052149. CTG Made Easy 4th edition continues the successful format of previous editions, offering a practical guide to all health professionals involved in monitoring the fetal heart rate during labour, and specifically in the interpretation of CTG traces. The workbook approach remains, with many new and updated case histories and CTGs, all using current terminology and a recommended proforma for interpretation. The book will aid health professionals to acquire competence and confidence in all aspects of fetal heart rate monitoring during labour, improving the care offered to women and babies. In-depth debate on choice of intermittent or continuous electronic fetal heart rate monitoring enables correct identification of the appropriate method Updated references and recommendations from latest national guidelines ensure readers have access to current research-based evidence and expert opinion Clear explanation of the physiology of baseline and periodic abnormalities provides vital information for interpretation and assessment of fetal

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compromise CTG features are described following up-to-date recommendations from NICE Charts describe the classification of CTGs and illustrations describe variable decelerations to aid understanding Discussion of current adjuncts to electronic fetal heart rate monitoring give the reader insight into current developments and possible future practice RCOG and NICE proforma and classifications aid consistency in interpretation and use of terminology Recent cases of litigation are used to demonstrate the difficulties encountered with monitoring techniques and interpretation of the data, giving the reader an insight into cases that proceed to litigation New to this edition Evidence relating to fetal monitoring in labour updated to current national guidance Expanded section debating the issues surrounding intermittent auscultation versus continuous electronic fetal heart rate monitoring Expanded section on the physiological control of the fetal heart rate, fetal blood sampling and acid base balance. Risk management updated, including risks and benefits of current methods of fetal heart rate monitoring, future developments, and legal issues References comprehensively reviewed, including NICE and RCOG clinical guidelines New online resources 20 additional CTGs and case histories are available online

A practical, accessible set of principles and guidelines to improve the quality of patient care in hospitals, this resource helps nursing staff, doctors, and other specialists contain infections and protect themselves and other patients from their spread. The techniques are invaluable as an excellent reference on every hospital ward—helping workers meet their responsibilities for maintaining sanitary, hygienic health-care environments.

In no industry is the concept of quality more essential than it is in healthcare, which is why the lean quality principles learned through the example of the Toyota Production System are so applicable. Two fundamental principles of Toyota's push for excellence are especially relevant to healthcare: ensuring quality at every step and keeping improvement processes simple enough that they are viable, reproducible, and teachable. Developed with the input of more than 60 healthcare organizations, *Value Stream Mapping for Healthcare Made Easy* introduces healthcare managers to the essential method developed by Toyota known as the Value Stream Map (VSM). The first half of the book provides an introduction to VSMS that shows healthcare workers at all levels how to look at any process with eyes that probe all the value-added and non-value-added activities in the delivery of a requested service or product. This will allow all stakeholders the opportunity to evaluate, create, and communicate innovation in their workplace. The second half reviews real value stream maps at real healthcare facilities created by teams of administrators, managers, physicians, and staff members. Most participants were not experienced with lean thinking and for many this was their first engagement with lean methods. What becomes clear through these examples is the importance of initiating realistic improvements that can quickly demonstrate successful change and encourage even more problem solving. This ability to be involved with creating a better way to work has been exceptionally well received by workers both at Toyota and now throughout the healthcare industry. Lean thinking involves employees in improving work that is meaningful to them, at a level where they can see and appreciate the changes they have participated in creating. This satisfaction is essential to retaining good workers, as well as to the everyday improvement of safety, patient satisfaction, and affordability. VSM is a proven high-level view tool that can be used in every aspect of healthcare to identify, understand, and improve processes. Information included illustrates the simplicity and completeness of the tool and describes its applications to staff communication, regulatory documentation, and activities of daily work. The book also highlights simple-to-use data collection and interpretation as part of the VSM process.

Big Data Analytics Made Easy is a must-read for everybody as it explains the power of Analytics in a simple and logical way along with an end to end code in R. Even if you are a novice in Big Data Analytics, you will still be able to understand the concepts explained in this book. If

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you are already working in Analytics and dealing with Big Data, you will still find this book useful, as it covers exhaustive Data Mining Techniques, which are considered to be Advanced topics. It covers Machine Learning concepts and provides in-depth knowledge on unsupervised as well as supervised Learning, which is very important for decision-making. The toughest Data Analytics concepts are made simpler, It features examples from all the domains so that the reader gets connected to the book easily. This book is like a personal trainer that will help you master the Art of Data Science.

This book is intended for anyone who wants to know about the 5 Whys and how to use them. The Five Whys tool is considered as the number one tool in ease of use in recognizing the truth of the problems and revealing its causing secrets, as it is considered a complement to many quality tools and systems. Although, there are few who can explain it well, and some even talk about it as if nothing. If you are a student, worker, manager, nurse, teacher, unemployed or anything else and you encounter problems and want to solve them from their roots in an easy and effective way, then this book will help you put your feet on the route of knowledge. As a help, I added templates to help you sort ideas and find causes. When I wrote this work, I tried to keep away from prolonged unhelpful explanation or the use of theorizing. I relied on my accumulated experience over more than 20 years in the field of quality to summarize this topic in an easy, smooth and possibly new way. In this book, you will learn about: - Definition of the problem.- How to represent the problem as a tree.- Learn about the Five Whys.- Types of the Five Whys: simple, tree, in an organization.- When to use each type or method.- Detailed usage steps.- When to stop asking questions.- How to know that you have reached the root of the problem.- Attributes that the problem-solving persons should have.- How to benefit you as a leader.- How to benefit you in your job.- Rocket and the fly theory in dealing with problems.- Examples, exercises, models, etc

The purpose of this book is to provide a user-friendly guide for healthcare leaders, improvement practitioners, and providers at all levels (current and aspiring) to assemble performance-improvement ecosystems that will transform organizational performance, improve health outcomes, and stand the test of time in the face of scarce resources. The healthcare industry is experiencing more disruption and change now than ever before. The old way of doing business is gone and the new is here. Thus, healthcare leaders must evolve with the market or face extinction. As the market evolution continues, the only question is "How many organizations and leaders will make the cut?" The Ideal Performance-Improvement Ecosystem is a quick guide for the journey to the transformational promise land. Readers will gain simple, practical, and actionable insight on thought leadership topics such as the following: Strategic Planning Governance and Oversight Quality Management System Continuous Improvement Knowledge Management Culture "insert image" Casey Bedgood is a healthcare leader with over twenty years of experience. He is a Six Sigma Black Belt and accomplished author. Over the years, Casey's work has been recognized, sourced, and modeled by national and

global best practice organizations in the healthcare industry and beyond. He has amassed a portfolio of dozens of publications on topics such as thought leadership, knowledge transfer, performance improvement, strategic design, innovative thinking, transformation, Quality Management System (QMS), and many others. Subsequently, many large complex healthcare enterprises across the US, Canada, and Singapore have sourced and sought after Casey's thought leadership expertise. Casey earned a BBA Magna Cum Laude from Mercer University and a Master's of public administration from Georgia College and State University (GCSU). He is a IISE Lean Green Belt, Six Sigma Green Belt, and Six Sigma Black Belt. Also, CAP trained via GE and a member of the American College of Healthcare Executives (ACHE).

Root Cause Analysis Made Simple
Root Cause Analysis, Second Edition
The Core of Problem Solving and Corrective Action
Quality Press

Your go-to guide on business analysis
Business analysis refers to the set of tasks and activities that help companies determine their objectives for meeting certain opportunities or addressing challenges and then help them define solutions to meet those objectives. Those engaged in business analysis are charged with identifying the activities that enable the company to define the business problem or opportunity, define what the solutions looks like, and define how it should behave in the end. As a BA, you lay out the plans for the process ahead. Business Analysis For Dummies is the go to reference on how to make the complex topic of business analysis easy to understand. Whether you are new or have experience with business analysis, this book gives you the tools, techniques, tips and tricks to set your project's expectations and on the path to success. Offers guidance on how to make an impact in your organization by performing business analysis Shows you the tools and techniques to be an effective business analysis professional Provides a number of examples on how to perform business analysis regardless of your role If you're interested in learning about the tools and techniques used by successful business analysis professionals, Business Analysis For Dummies has you covered.

The overwhelming majority of a software system's lifespan is spent in use, not in design or implementation. So, why does conventional wisdom insist that software engineers focus primarily on the design and development of large-scale computing systems? In this collection of essays and articles, key members of Google's Site Reliability Team explain how and why their commitment to the entire lifecycle has enabled the company to successfully build, deploy, monitor, and maintain some of the largest software systems in the world. You'll learn the principles and practices that enable Google engineers to make systems more scalable, reliable, and efficient—lessons directly applicable to your organization. This book is divided into four sections: Introduction—Learn what site reliability engineering is and why it differs from

conventional IT industry practices Principles—Examine the patterns, behaviors, and areas of concern that influence the work of a site reliability engineer (SRE) Practices—Understand the theory and practice of an SRE's day-to-day work: building and operating large distributed computing systems Management—Explore Google's best practices for training, communication, and meetings that your organization can use

This updated and expanded edition discusses many different tools for root cause analysis and presents them in an easy-to-follow structure: a general description of the tool, its purpose and typical applications, the procedure when using it, an example of its use, a checklist to help you make sure it is applied properly, and different forms and templates (that can also be found on an accompanying CD-ROM). The examples used are general enough to apply to any industry or market. The layout of the book has been designed to help speed your learning. Throughout, the authors have split the pages into two halves: the top half presents key concepts using brief language—almost keywords—and the bottom half uses examples to help explain those concepts. A roadmap in the margin of every page simplifies navigating the book and searching for specific topics. The book is suited for employees and managers at any organizational level in any type of industry, including service, manufacturing, and the public sector.

Medical Device Use Error: Root Cause Analysis offers practical guidance on how to methodically discover and explain the root cause of a use error—a mistake—that occurs when someone uses a medical device. Covering medical devices used in the home and those used in clinical environments, the book presents informative case studies about the use errors

Effective risk management is essential for the success of large projects built and operated by the Department of Energy (DOE), particularly for the one-of-a-kind projects that characterize much of its mission. To enhance DOE's risk management efforts, the department asked the NRC to prepare a summary of the most effective practices used by leading owner organizations. The study's primary objective was to provide DOE project managers with a basic understanding of both the project owner's risk management role and effective oversight of those risk management activities delegated to contractors.

We've all been fearful or confused about what's really causing our symptoms. We worry and want to know WHY we have chronic illnesses, such as back pain, eczema, acne, diabetes, asthma, high blood pressure or cancer. Is it the food we eat, lack of exercise, viruses or bacteria? Is it our genes? Or could our unresolved emotional hurts, limiting beliefs or stressful life situations be at fault? Johannes R. Fisslinger, Founder of the Lifestyle Prescriptions University, will introduce you to a revolutionary new health paradigm based on the Art and Science of Self-Healing. He'll help you unlock your body's natural healing intelligence by becoming aware of your 6 root-cause(s) and how specific stressors, emotions, beliefs and lifestyle habits trigger your symptoms.

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Although there are many books on root cause analysis (RCA), most concentrate on team actions such as brainstorming and using quality tools to discuss the failure under investigation. These may be necessary steps during RCA, but authors often fail to mention the most important member of an RCA team—the failed part. *Root Cause Analysis: A Step-By-Step Guide to Using the Right Tool at the Right Time* provides authoritative guidance on how to empirically investigate quality failures using scientific method in the form of cycles of plan-do-check-act (PDCA), supported by the use of quality tools. Focusing on the use of proven quality tools to empirically investigate issues, the book starts by describing the theoretical background behind using the scientific method and quality tools for RCA. Next, it supplies step-by-step instructions for performing RCA with the tools discussed in the first section. The book's clear examples illustrate how to integrate PDCA with the scientific method and quality tools when investigating real-world quality failures. This RCA guide provides root cause investigators with a tool kit for the quick and accurate selection of the appropriate tool during a root cause investigation. It includes an appendix with a guide to tool selection based on the intended use of the tool. There is also an appendix that defines the terminology used in the book. After reading this book, you will understand how to integrate the scientific method, quality tools, and statistics, in the form of exploratory data analysis, to build a picture of the actual situation under investigation that will lead you to the true root cause of an event. The tools and concepts presented in the text are appropriate for professionals in both the manufacturing and service industries.

Beyond Root Cause Analysis: Building an Effective Program Kenneth R. Rohde Serious events happen every day in hospitals, physician practices, clinics, and care facilities--some with very severe outcomes. "Beyond Root Cause Analysis" helps risk managers, quality professionals, nursing leadership, oversight committees, and senior leadership understand how to approach adverse events, figure out what caused them, and implement realistic improvements. This easy-to-read book is "the" resource you need to consult before you have to deal with an adverse event. In plain English, it guides you through setting up a program to help you deal with each step. With this book, you will be able to address adverse events, determine why they happened, and implement improvements to make healthcare safer and more effective for patients, staff, physicians, and the community. Take a look at the Table of Contents: Chapter 1: Why Another Book on Cause Analysis? Chapter 2: Why We Need a Good Cause Analysis Program Chapter 3: The Big Picture: How Cause Analysis Fits Into the Overall Problem Identification and Resolution Process Chapter 4: Basic Concepts: Correlation, Causality, and Culpability Chapter 5: Different Levels of Cause Analysis: It's Not Just About Root Cause Chapter 6: Determining What Kind of Analysis to Perform Chapter 7: Cause Analysis Flow Chapter 8: Fact Collection and Interviewing Chapter 9: Basic Cause Analysis Tools Chapter 10: Developing Meaningful Corrective Actions Chapter 11: The Causal Linkage Diagram Chapter 12: The Action Plan and Summary Chapter 13: Aggregation Analysis Chapter 14: Managing the Cause Analysis Program Chapter 15: Legal and Regulatory Implications Chapter 16: Managing Your Corrective Actions Portfolio Chapter 17: Automated Systems Benefits: A practical approach to setting up a root cause analysis (RCA) program, including issues such as who should be involved and how to communicate with leadership Step-by-step advice for who should do what at which stage Guidance on how to provide oversight to an RCA committee or process Practical insight on how to maintain the RCA

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program over time Real-life scenarios and case studies from healthcare organizations Easy-to-read format and style that differentiate this book from other RCA textbook products

This book comprehensively outlines what a holistic and effective Root Cause Analysis (RCA) system looks like. From the designing of the support infrastructure to the measuring of effectiveness on the bottom-line, this book provides the blueprint for making it happen. While traditionally RCA is viewed as a reactive tool, the authors will show how it can be applied proactively to prevent failures from occurring in the first place. RCA is a key element of any successful Reliability Engineering initiative. Such initiatives are comprised of equipment, process and human reliability foundations. Human reliability is critical to the success of a true RCA approach. This book explores the anatomy of a failure (undesirable outcome) as well as a potential failure (high risks). Virtually all failures are triggered by errors of omission or commission by human beings. The methodologies described in this book are applicable to any industry because the focus is on the human being's ability to think through why things go wrong, not on the industry or the nature of the failure. This book correlates reliability to safety as well as human performance improvement efforts. The author has provided a healthy balance between theory and practical application, wrapping up with case studies demonstrating bottom-line results. Features Outlines in detail every aspect of an effective RCA 'system' Displays appreciation for the role of understanding the physics of a failure as well as the human and system's contribution Demonstrates the role of RCA in a comprehensive Asset Performance Management (APM) system Explores the correlation between Reliability Engineering and safety Integrates the concepts of Human Performance Improvement, Learning Teams, and Human Error Reduction approaches into RCA

Can you articulate the connection(s) you see between the data and our explanation(s)? Does the process run in a controlled environment? Do written procedures describe the potential consequences of deviations? What is the statistical confidence of tests? How do you know you made a difference? This best-selling Root Cause Analysis self-assessment will make you the accepted Root Cause Analysis domain auditor by revealing just what you need to know to be fluent and ready for any Root Cause Analysis challenge. How do I reduce the effort in the Root Cause Analysis work to be done to get problems solved? How can I ensure that plans of action include every Root Cause Analysis task and that every Root Cause Analysis outcome is in place? How will I save time investigating strategic and tactical options and ensuring Root Cause Analysis costs are low? How can I deliver tailored Root Cause Analysis advice instantly with structured going-forward plans? There's no better guide through these mind-expanding questions than acclaimed best-selling author Gerard Blokdyk. Blokdyk ensures all Root Cause Analysis essentials are covered, from every angle: the Root Cause Analysis self-assessment shows succinctly and clearly that what needs to be clarified to organize the required activities and processes so that Root Cause Analysis outcomes are achieved. Contains extensive criteria grounded in past and current successful projects and activities by experienced Root Cause Analysis practitioners. Their mastery, combined with the easy elegance of the self-assessment, provides its superior value to you in knowing how to ensure the outcome of any efforts in Root Cause Analysis are maximized with professional results. Your purchase includes access details to the Root

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The book follows a proven training outline, including real-life examples and exercises, to teach healthcare professionals and students how to lead effective and successful Root Cause Analysis (RCA) to eliminate patient harm. This book discusses the need for RCA in the healthcare sector, providing practical advice for its facilitation. It addresses when to use RCA, how to create effective RCA action plans, and how to prevent common RCA failures. An RCA training curriculum is also included. This book is intended for those leading RCAs of patient harm events, leaders, students, and patient safety advocates who are interested in gaining more knowledge about RCA in healthcare.

"Per Kroll and Philippe Kruchten are especially well suited to explain the RUP...because they have been the central forces inside Rational Software behind the creation of the RUP and its delivery to projects around the world." --From the Foreword by Grady Booch This book is a comprehensive guide to modern software development practices, as embodied in the Rational Unified Process, or RUP. With the help of this book's practical advice and insight, software practitioners will learn how to tackle challenging development projects--small and large--using an iterative and risk-driven development approach with a proven track record. The Rational Unified Process Made Easy will teach you the key points involved in planning and managing iterative projects, the fundamentals of component design and software architecture, and the proper employment of use cases. All team members--from project managers to analysts, from developers to testers--will learn how to immediately apply the RUP to their work. You will learn that the RUP is a flexible, versatile process framework that can be tailored to suit the needs of development projects of all types and sizes. Key topics covered include: How to use the RUP to develop iteratively, adopt an architecture-centric approach, mitigate risk, and verify software quality Tasks associated with the four phases of the RUP: Inception, Elaboration, Construction, and Transition Roles and responsibilities of project managers, architects, analysts, developers, testers, and process engineers in a RUP project Incrementally adopting the RUP with minimal risk Common patterns for failure with the RUP--and how to avoid them Use this book to get quickly up to speed with the RUP, so you can easily employ the significant power of this process to increase the productivity of your team.

The answer is root cause analysis, a process that allows you to find the cause of single events/problems in the workplace. The

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Root Cause Analysis Handbook presents a walkthrough example that illustrates the method and shows how to implement it. Because poor initial problem definition can (and often does) undermine the problem-solving process, Ammerman places special emphasis on this area to build a solid foundation for effective analysis. He also provides guidance on preparing the final report. The need for clear documentation on dealing with problems makes this book especially valuable for quality managers, engineers, safety managers, and teams implementing the ISO or QS standards. Written in a simple, user-friendly style, you will grasp the core concepts quickly and begin applying them to your work.

This unique and engaging open access title provides a compelling and ground-breaking account of the patient safety movement in the United States, told from the perspective of one of its most prominent leaders, and arguably the movement's founder, Lucian L. Leape, MD. Covering the growth of the field from the late 1980s to 2015, Dr. Leape details the developments, actors, organizations, research, and policy-making activities that marked the evolution and major advances of patient safety in this time span. In addition, and perhaps most importantly, this book not only comprehensively details how and why human and systems errors too often occur in the process of providing health care, it also promotes an in-depth understanding of the principles and practices of patient safety, including how they were influenced by today's modern safety sciences and systems theory and design. Indeed, the book emphasizes how the growing awareness of systems-design thinking and the self-education and commitment to improving patient safety, by not only Dr. Leape but a wide range of other clinicians and health executives from both the private and public sectors, all converged to drive forward the patient safety movement in the US. Making Healthcare Safe is divided into four parts: I. In the Beginning describes the research and theory that defined patient safety and the early initiatives to enhance it. II. Institutional Responses tells the stories of the efforts of the major organizations that began to apply the new concepts and make patient safety a reality. Most of these stories have not been previously told, so this account becomes their histories as well. III. Getting to Work provides in-depth analyses of four key issues that cut across disciplinary lines impacting patient safety which required special attention. IV. Creating a Culture of Safety looks to the future, marshalling the best thinking about what it will take to achieve the safe care we all deserve. Captivatingly written with an "insider's" tone and a major contribution to the clinical literature, this title will be of immense value to health care professionals, to students in a range of academic disciplines, to medical trainees, to health administrators, to policymakers and even to lay readers with an interest in patient safety and in the critical quest to create safe care.

This book explores the rules and patterns that govern complex systems that, when properly understood and applied, result in more effective leadership than what is offered from traditional leadership models.

All organizations experience unintended variation and its consequences. Such problems exist within a broad range of

scope, persistence, and severity across different industries. Some problems cause minor nuisances, others leads to loss of customers or money, others yet can be a matter of life and death. The purpose of this pocket guide is to provide you with easily accessible knowledge about the art of problem solving, with a specific focus on identifying and eliminating root causes of problems. Root cause analysis is a skill that absolutely everybody should master, irrespective of which sector you work in, what educational background you have, and which position in the organization you hold. The content in this little pocket guide can contribute to disseminating this skill a little further in the world.

Federal Facility Environmental Management Systems explains how, why, and when federal agencies need to establish compliant EMSs in accordance with the April 21, 2000, Executive Order. Clear explanations, easy-to-follow management principles, and sample programs and case studies help ensure that all elements of an EMS are met, taking the stress and guesswork out of this required task.

Introduction to Health and Safety at Work covers the fundamentals of occupational safety and health for the thousands of students who complete the NEBOSH National General Certificate in Occupational Health and Safety each year. Fully revised in alignment with the April 2015 syllabus, this sixth edition provides students with all they need to tackle the course with confidence. The highly illustrated content covers all of the essential elements of health and safety management, the legal framework, risk assessment and control standards and also includes checklists, report forms and record sheets to supplement learning. Aligned to the NEBOSH National General Certificate in Occupational Health and Safety Practice questions and answers to test knowledge and increase understanding Complete with a companion website containing extra resources for tutors and students at www.routledge.com/cw/hughes Written by renowned authors, the Introduction to Health and Safety at Work is also a handy reference for managers and directors dealing with the day-to-day issues of health and safety and is of great value to those studying for level 3 N/SVQ and the NEBOSH National Diploma.

This best-seller can help anyone whose role is to try to find specific causes for failures. It provides detailed steps for solving problems, focusing more heavily on the analytical process involved in finding the actual causes of problems. It does this using figures, diagrams, and tools useful for helping to make our thinking visible. This increases our ability to see what is truly significant and to better identify errors in our thinking. In the sections on finding root causes, this second edition now includes: more examples on the use of multi-vari charts; how thought experiments can help guide data interpretation; how to enhance the value of the data collection process; cautions for analyzing data; and what to do if one can't find the causes. In its guidance on solution identification, biomimicry and TRIZ have been added as potential solution identification techniques. In addition, the appendices have been revised to include: an expanded breakdown of

the 7 M's, which includes more than 50 specific possible causes; forms for tracking causes and solutions, which can help maintain alignment of actions; techniques for how to enhance the interview process; and example responses to problem situations that the reader can analyze for appropriateness.

THE PRACTICAL, EASY INTRODUCTION TO MODERN SUPPLY CHAIN/LOGISTICS MANAGEMENT FOR EVERY PROFESSIONAL AND STUDENT! COVERS CORE CONCEPTS, PLANNING, OPERATIONS, INTEGRATION, COLLABORATION, NETWORK DESIGN, AND MORE SHOWS HOW TO MEASURE, CONTROL, AND IMPROVE ANY SUPPLY CHAIN INCLUDES PRACTICAL ADVICE FOR JUMPSTARTING YOUR OWN SUPPLY CHAIN CAREER This easy guide introduces the modern field of supply chain and logistics management, explains why it is central to business success, shows how its pieces fit together, and presents best practices you can use wherever you work. Myerson explains key concepts, tools, and applications in clear, simple language, with intuitive examples that make sense to any student or professional. He covers the entire field: from planning through operations, integration and collaboration through measurement, control, and improvement. You'll find practical insights on hot-button issues ranging from sustainability to the lean-agile supply chain. Myerson concludes by helping you anticipate key emerging trends--so you can advance more quickly in your own career. Trillions of dollars are spent every year on supply chains and logistics. Supply chain management is one of the fastest growing areas of business, and salaries are rising alongside demand. Now, there's an easy, practical introduction to the entire field: a source of reliable knowledge and best practices for students and professionals alike. Paul A. Myerson teaches you all you'll need to start or move forward in your own supply chain career. Writing in plain English, he covers all the planning and management tasks needed to transform resources into finished products and services, and deliver them efficiently to customers. Using practical examples, Myerson reviews the integration, collaboration, and technology issues that are essential to success in today's complex supply chains. You'll learn how to measure your supply chain's performance, make it more agile and sustainable, and focus it on what matters most: adding customer value. MASTER NUTS-AND-BOLTS OPERATIONAL BEST PRACTICES Improve procurement, transportation, warehousing, ordering, reverse logistics, and more BUILD A BETTER GLOBAL SUPPLY CHAIN Manage new risks as you improve sustainability STRENGTHEN KEY LINKAGES WITH YOUR PARTNERS AND CUSTOMERS Get supply chains right by getting collaboration right PREVIEW THE FUTURE OF SUPPLY CHAINS--AND YOUR SUPPLY CHAIN CAREER Discover "where the puck is headed"--so you can get there first The purpose of this book is to share what the author has learned about effective problem solving by exposing the ineffectiveness of conventional wisdom and presenting a principle-based alternative called Apollo Root Cause Analysis that is robust, yet familiar and easy to understand. This book will change the way readers understand the world without

changing their minds. One of the most common responses the author has received from his students of Apollo Root Cause Analysis is they have always thought this way, but did not know how to express it. Other students have reported a phenomenon where this material fundamentally "re-wires" their thinking, leading to a deeply profound understanding of our world. At the heart of this book is a new way of communicating that is revolutionizing the way people all around the world think, communicate, and make decisions together. Imagine a next decision-making meeting where everyone is in agreement with the causes of the problem and the effectiveness of the proposed corrective actions with no conflicts, arguments, or power politics! This is the promise of Apollo Root Cause Analysis.

Are you trying to improve performance, but find that the same problems keep getting in the way? Safety, health, environmental quality, reliability, production, and security are at stake. You need the long-term planning that will keep the same issues from recurring. Root Cause Analysis Handbook: A Guide to Effective Incident Investigation is a powerful tool that gives you a detailed step-by-step process for learning from experience. Reach for this handbook any time you need field-tested advice for investigating, categorizing, reporting and trending, and ultimately eliminating the root causes of incidents. It includes step-by-step instructions, checklists, and forms for performing an analysis and enables users to effectively incorporate the methodology and apply it to a variety of situations. Using the structured techniques in the Root Cause Analysis Handbook, you will: Understand why root causes are important. Identify and define inherent problems. Collect data for problem-solving. Analyze data for root causes. Generate practical recommendations. The third edition of this global classic is the most comprehensive, all-in-one package of book, downloadable resources, color-coded RCA map, and licensed access to online resources currently available for Root Cause Analysis (RCA). Called by users "the best resource on the subject" and "in a league of its own." Based on globally successful, proprietary methodology developed by ABS Consulting, an international firm with 50 years' experience in 35 countries. Root Cause Analysis Handbook is widely used in corporate training programs and college courses all over the world. If you are responsible for quality, reliability, safety, and/or risk management, you'll want this comprehensive and practical resource at your fingertips. The book has also been selected by the American Society for Quality (ASQ) and the Risk and Insurance Society (RIMS) as a "must have" for their members.

Did being right or left handed influence the risk? Have the changes made a difference? Does your diagram capture the root causes you think are important? Will the problem recur if this cause is corrected or eliminated? What is your process for approving due date changes? This one-of-a-kind Root Cause Analysis self-assessment will make you the trusted Root Cause Analysis domain authority by revealing just what you need to know to be fluent and ready for any Root Cause Analysis challenge. How do I reduce the effort in the Root Cause Analysis work to be done to get problems solved? How can I ensure that plans of action include every Root Cause Analysis task and that every Root Cause Analysis outcome is in place? How will I save time investigating strategic and tactical options and ensuring Root Cause Analysis costs are low? How can I deliver tailored Root

Download Free Root Cause Analysis Made Easy A Guide For Investigating Errors And Improving Processes

Cause Analysis advice instantly with structured going-forward plans? There's no better guide through these mind-expanding questions than acclaimed best-selling author Gerard Blokdyk. Blokdyk ensures all Root Cause Analysis essentials are covered, from every angle: the Root Cause Analysis self-assessment shows succinctly and clearly that what needs to be clarified to organize the required activities and processes so that Root Cause Analysis outcomes are achieved. Contains extensive criteria grounded in past and current successful projects and activities by experienced Root Cause Analysis practitioners. Their mastery, combined with the easy elegance of the self-assessment, provides its superior value to you in knowing how to ensure the outcome of any efforts in Root Cause Analysis are maximized with professional results. Your purchase includes access details to the Root Cause Analysis self-assessment dashboard download which gives you your dynamically prioritized projects-ready tool and shows you exactly what to do next. Your exclusive instant access details can be found in your book. You will receive the following contents with New and Updated specific criteria: - The latest quick edition of the book in PDF - The latest complete edition of the book in PDF, which criteria correspond to the criteria in... - The Self-Assessment Excel Dashboard - Example pre-filled Self-Assessment Excel Dashboard to get familiar with results generation - In-depth and specific Root Cause Analysis Checklists - Project management checklists and templates to assist with implementation **INCLUDES LIFETIME SELF ASSESSMENT UPDATES** Every self assessment comes with Lifetime Updates and Lifetime Free Updated Books. Lifetime Updates is an industry-first feature which allows you to receive verified self assessment updates, ensuring you always have the most accurate information at your fingertips.

Implementing the requirements of ISO 9001 can be a daunting task for many organizations. In an attempt to develop a system that will pass the registration audit, we are tempted to establish processes with the primary purpose of conforming to the requirements of ISO 9001. In doing so, however, it is easy to lose sight of the primary intent of the standard: to continually improve the effectiveness of the quality management system (QMS) implemented at our organization. This book is intended to help managers, quality professionals, internal audit coordinators, and internal auditors implement a practical internal audit process that meets the requirements of ISO 9001:2015 while adding significant, measurable value to the organization. The tools, techniques, and step-by-step guidelines provided in this book can also be used by those organizations that have a well-established internal audit process but are looking for easy ways to make that process more effective. The tools in the appendices of this book have also been provided on the enclosed CD to facilitate your customizing them to fit the specific needs of your organization.

This book provides a Root Cause Analysis methodology for process and equipment problems with a unique insight on sources and type of problems that appear in process lines.

For decades, 5S practitioners have struggled with exactly how to implement and sustain a 5S program in their workplaces. While there are many books available on the organization methods suggested by 5S, few provide easy-to-understand, step-by-step guidance on how to set up and sustain successful 5S implementations. 5S Made Easy fills this need. Written by an expert whose focus for the last decade has been nothing but 5S, the book supplies in-depth guidance on how to implement and sustain each of

the 5S pillars—sort, set in order, shine, standardize, and sustain. The book uses an easy-to-follow format that was designed for use during 5S events. It provides color images of real-world 5S solutions, including before and after pictures from the field. It also supplies readers with online access to all of the forms and documents needed for an effective 5S program. All the forms and documents are provided in an easily editable format to fit any operation.

This book comprehensively outlines what a holistic and effective Root Cause Analysis (RCA) system looks like. From the designing of the support infrastructure to the measuring of effectiveness on the bottom-line, this book provides the blueprint for making it happen. While traditionally RCA is viewed as a reactive tool, the authors will show how it can be applied proactively to prevent failures from occurring in the first place. RCA is a key element of any successful Reliability Engineering initiative. Such initiatives are comprised of equipment, process and human reliability foundations. Human reliability is critical to the success of a true RCA approach. This book explores the anatomy of a failure (undesirable outcome) as well as a potential failure (high risks). Virtually all failures are triggered by errors of omission or commission by human beings. The methodologies described in this book are applicable to any industry because the focus is on the human being's ability to think through why things go wrong, not on the industry or the nature of the failure. This book correlates reliability to safety as well as human performance improvement efforts. The author has provided a healthy balance between theory and practical application, wrapping up with case studies demonstrating bottom-line results. Features

- Outlines in detail every aspect of an effective RCA 'system'
- Displays appreciation for the role of understanding the physics of a failure as well as the human and system's contribution
- Demonstrates the role of RCA in a comprehensive Asset Performance Management (APM) system
- Explores the correlation between Reliability Engineering and Safety
- Integrates the concepts of Human Performance Improvement, Learning Teams, and Human Error Reduction approaches into RCA

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