



PROBLEM SOLVING — ONE THING IN COMMON TO ALL INDUSTRIES

For over 30 years we at RCA Rt Pty Ltd have been developing leading problem solving methodologies and software, trusted by hundreds of organisations and thousands of trainees. RCA Rt is our structured problem solving process.

It is fully integrated in RCA2GO, our issue management software. The endless scalability of the RCA Rt, and accessibility of RCA2GO software, empowers you and your team to solve and improve together.



We will help your organisation to embrace the culture of Continuous Improvement. To support you & your team in solving problems forever, we have several hands-on **training courses**:

- | | | | |
|----------|-----------------------------|-----------------------------|---|
| 1 | 2 | 3 | 4 |
| 5WHYS+A3 | 12STEPS RCA
+ Cause Tree | RCA2GO Software
Training | 12STEPS RCA + Cause
Tree + RCA2GO Software
Training |



WHY YOU NEED TRAINING?

When a problem happens, all data is not visible nor available but you and your organisation are already put under pressure. It is tempting to look only at obvious symptoms of a problem, take some actions & address the symptoms. But this is the moment to breathe in and take a structured approach instead. If you do not do it, the problem will recur, become worse or reappear as a different new problem.

If the problems are not returning, only then you may achieve continuous profitability & success.

However, solving problems with high risks can be successful only if you possess skills to solve (smaller) problems with smaller risks on a daily basis. With more practice you become more proficient. We provide you training to teach you best practice and equip you with best tools to succeed.

RISK BASED APPROACH

For **smaller risk**, smaller scope problems, we have a 5WHYS and 5WHYS+A3 methods (① and ②).

For **higher risk**, larger scope problems, we have a 12STEPS RCA (Root Cause Analysis) + Cause Tree method (④).

In many low risk situations the 5WHYS+A3 is sufficient. However, if you think that the risk to safety, health, environment, quality, etc. has increased, and extra effort justified, 5WHYS investigations **easily escalates** into the 12STEPS RCA.

To set up risk matrices, then monitor, escalate and mitigate the risk, actions progress etc. our RCA2GO software provides all necessary assistance. (③).

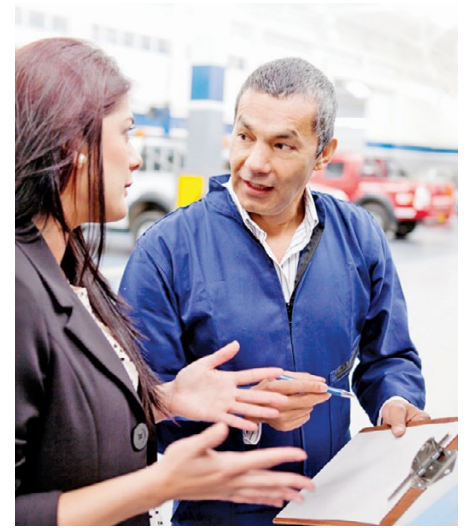


Risk based approach



Easy escalation





DOES THIS METHOD WORK FOR YOUR INDUSTRY AND YOUR ORGANISATION?

Problem solving is one thing in common to all industries and businesses, regardless of type or size. RCA Rt methods and RCA2GO software were perfected in use in mining and fuel industries, processing, material and food industries, water supply, construction, healthcare, naval, security, civil aviation, offices, and other industries and fields of activities.

1. MULTI-SITE ORGANISATIONS

Our training and software helps multi-site organisations manage issues across a diverse range of business units, then to roll-out business-wide improvement projects & problem solving. All problem solving cases can become standard templates, that may be duplicated across Business Units to eliminate defects and improve performance.

2. SITE-WIDE TEAMS

Focus, Find Causes and Fix Forever of the RCA process effectively utilises agile team members of an investigation team, which, through assigned actions, then involves and encourages all stakeholders in a step-by-step process to come to a solution of the problem. As a result, new discoveries and learning is transferred back into the system, to the benefit of all teams.

3. PROFESSIONALS IN RELIABILITY, TRAINING & CONTINUOUS IMPROVEMENT

Among businesses and teams, there are also many professionals who are specialist team leaders, investigators, trainers and sought-after experts in various fields. Our RCA Rt problem solving training, and the certificate they will achieve, helps them increase the scope of skills, services and professional development. RCA2GO software, available anytime and anywhere, provides them opportunity to store investigations, case studies, analysis, simulations and reports for future reference, use and as a proof of their accomplishments.

RCA COURSES

We can combine training with onsite coaching and mentoring. We can support your team to apply in the workplace everything they have learnt during the training.

1	5WHYS + A3 course	1 DAY
2	12STEPS RCA + Cause Tree	2 DAYS
3	RCA2GO software training	1 DAY
4	12STEPS RCA + Cause Tree + RCA2GO software training	3 DAYS



Start solving issues as soon as possible, when they are small or appear seemingly random. 5WHYS+A3 is the ideal tool to analyse and swat issues routinely, without large expenses, and to allow continuous improvement in your organization.

1 5WHYS+A3 COURSE (1 DAY)

Level of complexity: ●

Good for problems of difficulty/risk: **Low**

Your involvement in RCA Rt investigation teams: **Team member**

Each students receives: **High quality learning material (workbook + accessories)**

Receive your **RCA Rt 5WHYS+A3 certificate**

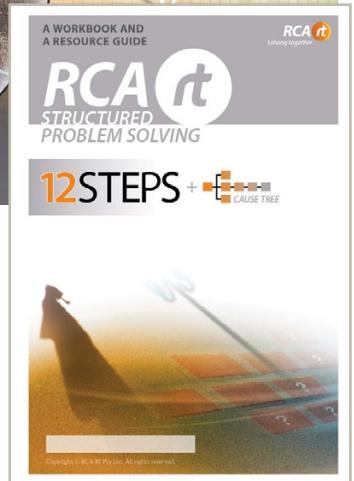
5WHYS
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The 5WHYS course teaches students to the 5WHYS problem solving tool. Students gain skills in looking at the problem clearly, identifying the basic causes, assessing the impact, finding quick win, workable solutions and incorporating the changes into the business processes.



Students will learn:

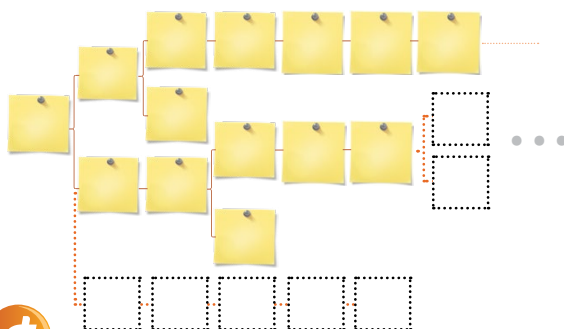
- The 5WHYS theory
- Efficient Problem Definition
- The scope of the impact to the business (cost, downtime, etc.)
- How to build a 5WHYS branch
- Techniques in selecting an effective solution
- How to communicate with team, record data and basic report (A3 sheet)
- Things they should do to apply the changes
- How to incorporate changes into the business processes & systems



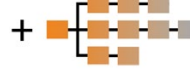
2 12STEPS RCA + CAUSE TREE (2 DAYS)

Level of complexity: ●●●●
 Good for problems of difficulty/risk: **High**
 Your involvement in RCA Rt investigation teams: **Team member and Team leader**
 Each students receives: **High quality learning material (workbook + accessories)**
 Receive your **RCA Rt 12STEPS + Cause Tree certificate**

The 12STEPS + Cause Tree course teaches students the industry leading 12STEPS Rot Cause Analysis (RCA). Students first learn best practices to (a) manage problem complexity, (b) manage workload by understanding risk and (c) how to apply a team approach to problem solving. Then they go through hands-on explanation and practical demonstration of 12 steps consisting of 3-stages: Find, Focus and Fix-forever:



12STEPS



STAGE 1 – FOCUS

- Clearly define the issue (recursive techniques how to improve on definition)
- Pick the target: the place, the process, the problem
- Assess & monitor: assess impact and keep finger on pulse
- Confirm containment: set up safety net and temporary fix

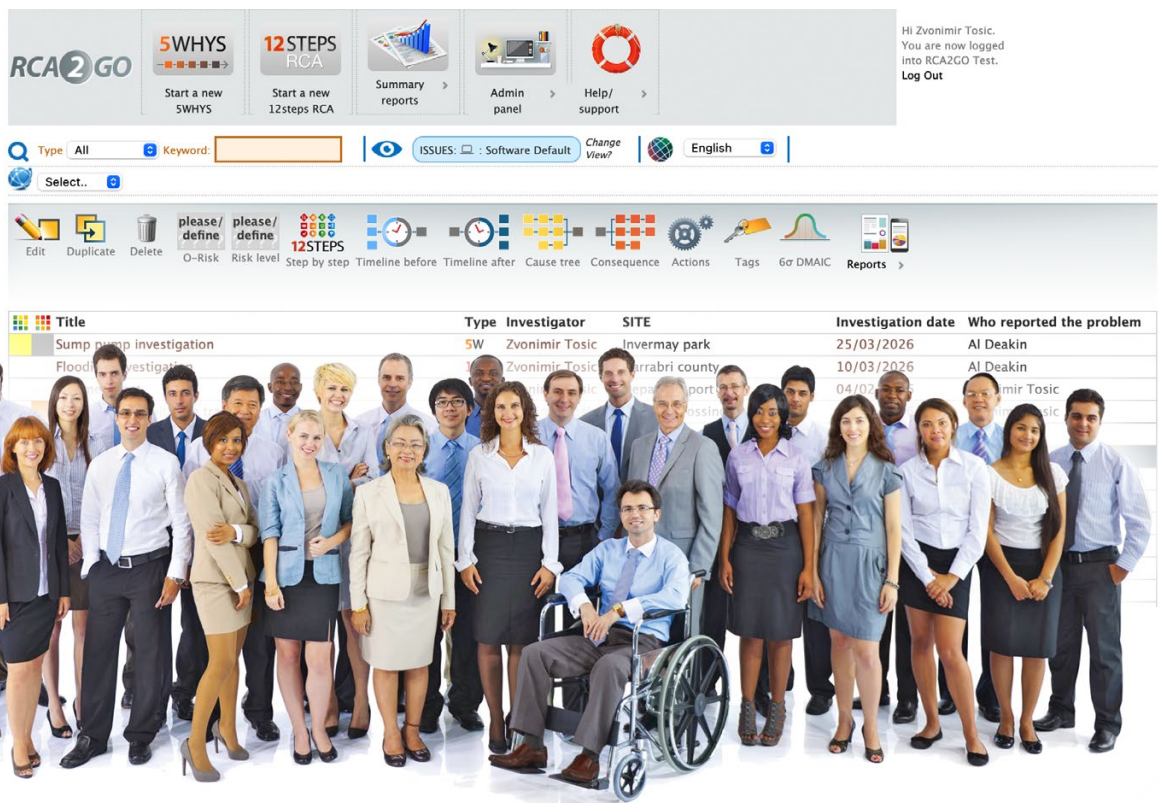
STAGE 2 – FIND CAUSES

- Take a good practical look (collecting & storing the evidence)
- Search for patterns and comparisons
- Brainstorm for causes
- Build a Cause tree (setup a first 5WHYS, then expand into a multilevel Cause Tree)

STAGE 3 – FIX FOREVER

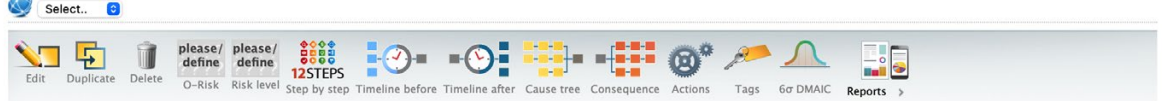
- Select a change
- Prepare and execute
- Did it work?
- Make the change stick

Introduction to 7 Quality Tools, used for data analysis and decision making, followed by summary, introduction to RCA worksheets, checklists, reminders and RCA2GO software.



Hi Zvonimir Tomic.
You are now logged
into RCA2GO Test.
Log Out

Type: All Keyword: ISSUES: Software Default Change View? English



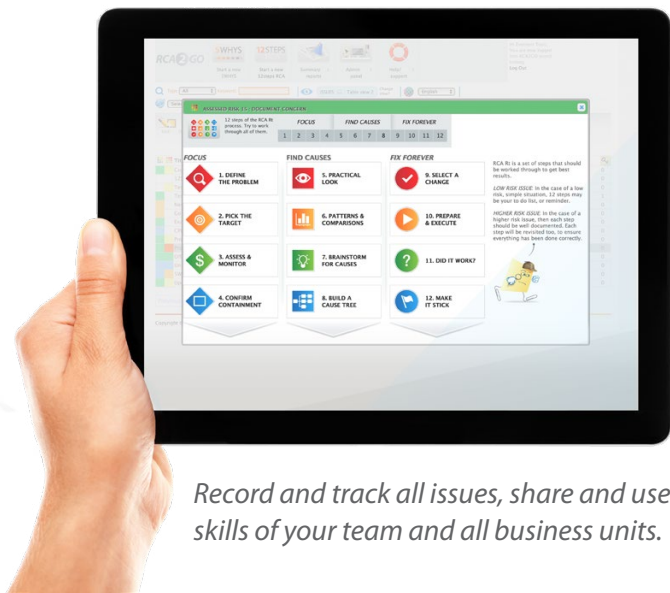
Title	Type	Investigator	SITE	Investigation date	Who reported the problem
Sump pump investigation	SW	Zvonimir Tomic	Invermay park	25/03/2026	Al Deakin
Flood investigation		Zvonimir Tomic	arrabri county	10/03/2026	Al Deakin
			port	04/02/2026	Zvonimir Tomic
			ap		Zvonimir Tomic
			rossin		Zvonimir Tomic

3 RCA2GO SOFTWARE TRAINING (1 DAY)

Level of complexity: ●●

Good for problems of difficulty/risk: All

Your involvement in RCA Rt investigation teams: Team member



Record and track all issues, share and use skills of your team and all business units.

1 day (8 hours) of training in RCA2GO will help save your organisation thousands of hours in data collection, analysis, communication and reporting across the organisation.

RCA2GO is our Issue Management Software and invaluable digital assistant. Whether you use 5WHYS, or a full scale 12STEPS RCA with Cause Tree to solve problems, RCA2GO software helps you to: **record all data** as it comes, define and shape **risk matrices**, assign new **risk levels**, escalate issues, add **users** and team members, assign and manage **actions**, collect **evidence**, create a **cause tree**, investigate human factors, define **countermeasures**, construct **timelines**, mitigate risk, assemble data for **reports**, define site-wide fields and variables, etc.

All your data, problem solving tools and know-how is stored securely and accessible 24/7.



RCA2GO Software

12STEPS
+ 

+

RCA2GO



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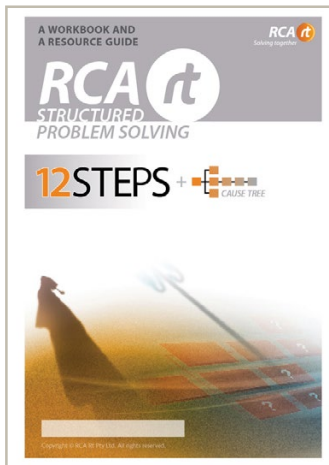
12STEPS RCA + CAUSE TREE + RCA2GO SOFTWARE TRAINING (3 DAYS)

Level of complexity: ●●●

Good for problems of difficulty/risk: All

Your involvement in RCA Rt investigation teams: Team leader

Receive your: **RCA Rt 12STEPS + Cause Tree certificate and RCA2GO proficiency acknowledgment**
This comprehensive course involves 2 days training in 12STEPS + Cause Tree (described in 2), and 1 day of RCA2GO software training (described in 3).



OUTCOMES

Even one RCA Rt course will significantly improve your organisation in the following:

SAFETY IMPROVED

Routine problem solving, even of seemingly trivial issues, improves quality of work and safety in the workplace. In case of bigger issues involving greater risk, RCA Rt minimises negative side-effects at all stages of the investigation, which minimise the impact on people and on business results.

COSTS REDUCED

Investigations often reveal potential problems in areas previously not considered problematic, enabling you preventive advantage. Prevention and anticipation reduces the risk, which reduces the cost of ongoing investigations. Business results are improved, and such environments become more enjoyable places to work.

MOTIVATION INCREASED

Teams are made of members of diverse backgrounds motivated to solve the problem. Often those who personally benefit from solution join RCA Rt teams because, for example, their job will be less frustrating and their solution appreciated within the company. RCA Rt connects people and builds strong problem-solving culture.

– RCA Rt is a great building block for continuous improvement.

RioTinto

– The course provided a fresh point of view for looking at the various problems our company is encountering in both the technical and non-technical areas.



– The team exercises were great. They really pulled everything together.

SILCAR

– We use RCA Rt all the time as a tool for continuously improving the way we do things. We find it is successful because it is a system that engages all the stakeholders to solve the problems.



– RCA Rt should be mandatory from the top down, throughout the corporation.

RioTinto

– A very well designed course covering a well structured, formal method of problem solving. Very well presented. Also in a pleasant surrounding and comfortable atmosphere.

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In summary:

BENEFITS TO THE COMPANY

- Boosted productivity
- Enriched culture of Continuous Improvement
- Better teamwork and learning
- Reduced operating costs
- Reduced impacts on safety, health, environment & quality
- Reduced down-times
- More efficient use of resources
- Heightened morale
- Increased profitability & competitiveness

BENEFITS TO THE INDIVIDUALS

- Improved analytical and problem solving skills
- Improved job satisfaction and productivity
- Professional development



RCA Rt Pty Ltd

276 City Rd, Southbank

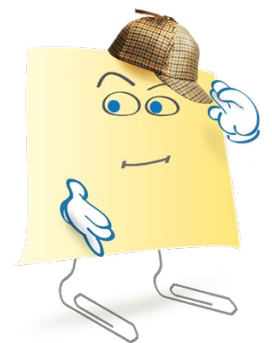
VIC 3006, Australia

T (international): +61 419 564 841

T (national): 0419 564 841

www.rca2go.com

www.rcart.com.au



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