

Advanced Root Cause Analysis & Problem Solving Training Course Details

August 24, 2022

Overview

The 2-Day Advanced Root Cause Analysis & Problem Solving training course teaches key problem-solving techniques in order to uncover the underlying causes of problems that impact an organization's operations and ultimately its profitability.

- The first day of the course provides commonly used Root Cause Analysis tools necessary to determine and put in place meaningful corrective actions.
- The second day of the course goes deeper into multiple node problems, as well as focusing on exercises that pertain to the organization and/or industry.

By performing exercises and group discussions, attendees will develop a hands-on understanding that will facilitate the uncovering of true root causes of problems and the implementation of meaningful corrective actions to help the organization improve.

Learning Objectives

By the end of the course, participants should have attained knowledge and understanding of the following concepts:

- The steps to properly solve a problem, whether a manufacturing or service problem.
- Detail overview of tools used for root cause analysis identification, including:
 - Brainstorming
 - The 5 Whys
 - Cause & Effect Analysis
- How to formulate immediate and long-term corrective actions, to address the root causes and prevent the original problem from reoccurring.
- Checking effectiveness of actions taken.
- Techniques to use when dealing with non-linear problems, or problems with multiple root causes.
- The preparation, research, questions, and forensic work to solve deeper problems.
- The forms, spreadsheets, or tools to use when solving linear and multiple node problems.

Prerequisites

The Advanced Root Cause Analysis & Problem Solving training course does not have any prerequisite courses.

This second day of this course is a continuation of the 1-Day Fundamentals of Root Cause Analysis and Problem Solving training course.

Summary Agenda

The topics in this course include:

- Introduction to Root Cause Analysis and Problem Solving
- Basic Quality Concepts
- Containment

- Problem Definition
- Gathering Facts
- Root Cause Analysis using Brainstorming
- Root Cause Analysis using Cause and Effect Analysis
- Root Cause Analysis using the 5 Whys
- Basic Tools Refresher
- Advanced Problem Definition: Addition of Cost and Risk assessment
- Comprehensive Data Gathering Tools
- Development of multi node RCA
- Full application of Advanced RCA on company problem

Training Methods and Requirements

This course can be delivered via:

- Public Training via **Live Stream**
- Private Training at your facility, via **Live Stream**, or both

Live Stream Participants will need the following tools to effectively complete this course:

- Computer or laptop with MS Windows software or operating system compatible with MS Teams
- Audio and Visual equipment (i.e., webcam, microphone, headset, etc.)
- Strong Internet Connection

Course Materials

Participants will receive printed comprehensive reference material, including:

- Training Course Workbook
- Workshops

Live Stream: Training course material will be shipped to participants, 3-5 days prior to the start of training, to the shipping address provided at the time of registration.

In-Person: Training course material will be provided to participants on the first day of their arrival.

Duration and Course Hours

The duration of this course is two days, as follows:

- Day 1 8:30 AM to 4:30 PM (CST)
- Day 2 8:30 AM to 4:30 PM (CST)

Successful Completion of Course and Test

Participants' successful completion of the course is determined by:

- Active participation and completion of workshops administered at various stages of the class.
- Completion of Test.

Certificate and Continuing Education Units (CEUs)

A Certificate of Completion is provided to all participants upon successful completion of the course. The Certificate awards a total of 1.4 CEUs to participants who attend the entire duration of the course and pass the Test with a minimum score of 70%.

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