

# Fundamentals of Root Cause Analysis & Problem Solving Training Course Details

November 10, 2024

## Overview

The 1-Day Fundamentals of Root Cause Analysis & Problem Solving training course teaches key problem-solving techniques that will yield implementation of effective corrective actions.

The course provides the skills to look for underlying causes of problems that impact an organization's operations and ultimately its profitability.

Using a well-structured Case Study, real application examples, practical exercises, and role-playing audit scenarios; this course helps 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 actions, to address the root causes and prevent the original problem from reoccurring
- Checking effectiveness of actions taken

## Prerequisites

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

This course has been designed for individuals with absolutely no previous knowledge of root cause analysis or problem solving concepts.

## 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

- Designing, Implementing and Monitoring Actions

## Training Methods and Requirements

This course is live, Instructor-led, and can be delivered as follows:

- Public Training via **Live Stream**.
- Private Training In-Person at your facility, or via **Live Stream**.

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

- Computer or Laptop
- Microphone and Webcam
- Strong internet connection

## Course Materials

Participants will receive printed comprehensive reference material, including:

- Training Course Workbook
- Workshops
- Case Study

**Live Stream (within the US):** Hard copies of the 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.

**Live Stream (outside the US):** Soft copies of the training course material will be provided via SharePoint links which can be viewed, downloaded or printed, via email 3-5 days prior to the start of training.

**In-Person:** Hard copies of the training course material will be provided to participants on the first day upon arrival.

## Duration and Course Hours

The duration of this course is one day, as follows:

- Day 1 8:30 AM to 4:30 PM

Daily 30-min lunch and hourly breaks are scheduled throughout the duration of the course. Mireaux offers this training course Globally, therefore time zones will vary based on the class selected.

## Successful Completion of Course and Test

Participants' successful completion of the course is determined by:

- Active participation
- 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 0.7 CEUs to participants who attend the entire duration of the course and pass the Test with a minimum score of 70%.

## **Training Services Disclosure Policy**

Mireaux Instructors, employed or contracted, do not have any ownership or vested interest in the training material, tools, products and/or software that is introduced, presented, or utilized within Mireaux training courses. Any endorsement or promotion of Mireaux-owned products made by the instructor is based solely upon individual product opinion and is made at their discretion without monetary influence by Mireaux Management Solutions.