

# **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

## 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%.

## **Training Services Disclosure Policy**

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