Fundamentals of Root Cause Analysis & Problem Solving
Training Course Details

August 24, 2022

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.

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 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 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 one day, as follows:

- Day 1   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 0.7 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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