Problem Solving with Root Cause Analysis

3-Hour Program

When we solve a problem only at a symptom level, and not at the root, the problem keeps coming back. Root Cause Analysis is a method to properly identify, define, analyze and solve a problem at its root. This program provides a practical overview and teaches the basic concepts of Root Cause Analysis. Perfect for frontline leaders, new managers, maintenance personnel and anyone whose job involves problem solving. The techniques taught at this workshop can be implemented immediately.

LEARNING OBJECTIVES

- Discover problem definition and proper communication with stakeholders
- Examine problem identification, analysis, validation and prioritization
- Learn how to unlock root causes, identify and implement solutions

COURSE OUTLINE

- What is a Root Cause?
  - Causes vs Symptoms
  - Introduction to PDCA Cycle
  - Problem recognition and definition

- Compose Problem Statements
  - Problem validation
  - Assess current reality with great questions

- Data Collection
  - Interpretation
  - Analyze potential causes and find the root
  - 5 Why's approach
  - Cause and effect
  - Process charting

- Develop a Solution
  - Experiments
  - Follow up and communication
  - Standardize the solution
  - Communicate (what, why, where, how)

- Closing Discussion and Q&A