Root Cause Analysis and A3 Thinking

written by Lauri Moon | May 4, 2017

Root Cause Analysis:

Problem solving at its fundamental level! This portion of the training will focus on the Plan-Do-Check-Act Deming Wheel following a seven step process to determine root cause[s]. Along with the methodology, tools will be introduced and practiced as teams, including new brainstorming techniques, 5 whys, fishbone diagrams and prioritization models.

A3 Thinking:

Root Cause Analysis will further be developed in this portion of the training. A3 Thinking will be introduced and different formats will be presented. A popular improvement video will be viewed and discussed and A3 problem solving will be applied to the situation and teams will produce A3 reports.

Instructor:

Kathleen W. (Kit) Eisel, President of Quality Performance Services, Inc. is a consultant and trainer in the business improvement arena. She works in a wide variety of industries and organizations, focusing on improving business processes. Her areas of expertise include international quality standards, lean enterprise tools [including six sigma] and leadership skills. Kit started QPS, Inc. in 1998 and was employed previously by Oxbridge Consulting in Singapore as Consulting Manager and by DuPont in several engineering, supervisory and consulting positions.

Through a Department of Labor & Industry grant, a reduced registration fee is available to qualified manufacturers and will be indicated on the final invoice. Not sure if you qualify? Call Lauri Moon at 570-329-3200×8085 or email laurim@imcpa.com.

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