

# Problem Solving with Root Cause Analysis



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When you pull weeds out of your yard or garden, what happens when you don't get the roots? The weeds grow back. Likewise, when we solve a problem only at a symptom level, 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.

Join IMC Business Advisor, Tim Davis, on **October 26th** as he provides a practical overview and teaches the basic concepts of Root Cause Analysis. Perfect for front-line leaders, new managers, maintenance personnel, and anyone whose job involves problem solving - the techniques shared during this event 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?
- Introduction to PDCA Cycle
- Problem recognition and definition
- Problem validation
- Analyze potential causes and find the root
- 5 Whys Technique
- Develop a solution
- Standardize the solution

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### Tim Davis, IMC Business Advisor

Tim has over 35 years of management and operational experience in manufacturing businesses in Central and Southwestern PA.



Various career roles include Operations Manager, Safety Manager, HR Manager, Sales Manager, Service Manager and executive/business coach and trainer. Tim's areas of expertise include employee development, strategic planning, people skills, effective communication, leadership, safety, time management, sales and customer service.

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