

Root Cause Analysis ES-244

Instructor: Roy Kinkaid

CEU: 0.7

RU: 0.7

Prerequisites: None

Abstract:

This is not the usual recitation of quality toolbox methods. Come prepared for a day of dynamic interactive learning of the strategies for uncovering the underlying root causes of problems and making corrective action certain and permanent.

Discovery of the root causes of problems and non-conformances is the key step in every problem solving model and every corrective action process. Permanent solutions to "things gone wrong," performance that displeases customers and unwanted excessive variation require more than superficial wound dressings.

In this one-day workshop, you will learn an effective strategy and how to select and apply the right tools to uncover the underlying root causes of problems to assure that the real problem is addressed, solved and permanently corrected.

In addition you will learn how to align Root Cause analysis strategically with the goals of your organization.

Course content:

- Effective Strategies for Problem Solving
- Statistical Thinking applied to Problem Solving
- A Refresher on Quality Tools and Techniques
- Process Maps and Flow Charts that reveal more
- Practical techniques popularized by the Six Sigma movement
- How to use Multi-Vari Studies
- Managing the Corrective Action Process
- Responding to Corrective Action Requests

Who should attend?

Everyone interested in continuous improvement, corrective action and permanently resolving nonconformities.