



# NewGrange

TRAINING & SERVICES LTD

*Better People, Better Business®*



## 8D Problem Solving/Root Cause Analysis

**2020 Course Dates: 9 March • 22 June • 5 October**

### Course Description

This 1-day course explains a key group of tools and techniques which are essential for effective problem-solving and continual improvement. The content is delivered through a series of presentation slides and a variety of interactive, team-based participant activities.

### Who should attend?

This course is appropriate for all personnel who are involved in problem solving activities, including those who are 'owners' of a problem and hence, will manage and support the activity from start to finish.

### In-House Course or at our Birmingham Venue

<b>Course Duration:</b>	One Full Day, 9.30am - 4.30pm
<b>Course Cost:</b>	£229 1st Delegate, £179 extra delegates exc VAT
<b>Cost Includes:</b>	Course Notes, Training Certification, Course Materials, lunch & refreshments
<b>Course Venue:</b>	Becketts Farm Conference Centre, Birmingham (Jun 3 M42)

### Who will deliver this training?

This one day course will be delivered by John Dedman a SMMT Industry accredited trainer with many year core tools experience in the automotive sector

### Course Objectives

The key objectives are to enhance the participants' existing knowledge and skills to enable them to become more effective at problem-solving and continual improvement within their work process. The aim is that by the end of the course, a participant will:

- Understand why it is necessary to solve problems
- Have an awareness of problem-solving methodologies
- Recognise the benefits of using a team approach
- Understand a variety of useful tools and techniques
- Understand the importance of identifying the root cause(s) of a problem
- Understand the importance of effective corrective action as a key output of RCA

### Agenda:

Introductions and Review of Agenda  
Overview of Problem-solving Methodologies

Selecting a Team

Root Cause Analysis

- Comparative analysis / brainstorming / fishbone chart / 5-whys / scatter chart / tree diagram

Developing and Implementing Permanent Corrective Actions

- Developing solutions / selection matrix / action plan

Preventing Recurrence of the Problem

- Application to other products / processes
- Procedure and system changes

Review & Closing Summary

### Delegates Receive:

Root Cause Analysis Course Notes, Course Materials and Certificate of Training, PLUS 2-course Becketts Farm Restaurant Lunch and unlimited daily refreshments

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