



NewGrange

TRAINING & SERVICES LTD

Better People, Better Business®



ROOT CAUSE ANALYSIS

2019 Birmingham Dates: 25 March • 24 June • 11 November

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

Course Duration: One Full Day

Delegate Numbers: For Max 12 Delegates per course

Cost Includes: Course Notes, Training Certification, Course Materials

Cost: Contact us for a Competitive Quotation to hold this course at one of your sites, with course dates arranged to suit you.

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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