



Course Title: Root Cause Analysis/Problem Solving Session

Course Length: 1 day, in-person

Time in Class per day (hours): 8 hours of in-person instruction

Delivery Options: Company site or at provider

Class Size: Minimum 6 / Maximum 12

Price Per Student: \$365.00

Location: Oakland County *or* Company Site

Course Description:

The session begins with an introduction to root cause analysis and problem-solving approaches and identifies the steps of typical problem-solving approach. The course identifies the key components of the 8-D, 5 Phase and 7 Step models. The focus is on team based problem-solving and describes how to build and facilitate problem-solving teams. Participants will learn how to:

- Form teams & Review team behaviors
- Build consensus in-group settings to meet team goals
- Present results
- Use a wide array of Quality problem-solving tools like:
 - Is/Is not analysis
 - Cause and effect diagram
 - Fault tree
 - Five Whys

Course Learning Objectives:

Upon completion of this course participants will be able to:

- Describe basic problem-solving models
- Select and solve an actual problem facing their organization
- Construct an accurate problem description statement
- Identify and implement containment solutions
- Verify solution effectiveness
- Solve problems at the root cause level
- Generate multiple permanent solution alternatives
- Use an action plan to track follow-up activities and responsibilities
- Use Quality Toolbox to find the appropriate tools for solving the selected problem



Course Content/Syllabus:

6-step Root Cause Analysis Process

- Promote critical thinking, creative collaboration, countermeasure analysis and solution verification

- Explain how a robust root cause analysis program drives continuous improvement and business results

Plan your RCA program

- Outline triggers for RCA efforts based on business case thinking
- Define RCA roles and responsibilities

Define program goals, measures and standards

- Select and apply a range of RCA tools to solve different problems:
 - 5-why
 - Design and application review
 - Ishikawa (fishbone)
 - Sequence of events
 - Fault tree analysis
 - Change analysis
 - Events and causal factors
 - FMEA

List RCA group facilitation best practices

Use an A3 tool to visually manage and track activities, report on and communicate RCA results

MAGMA short courses are held on a rolling basis, based on industry demand. Please complete this [short form](#) to express interest for yourself, or your organization.