

# Root Cause Analysis and Problem



**Start Date: 1/23/2020 8:00 AM**

**End Date: 1/23/2020 4:30 PM**

**COURSE OBJECTIVES:** This one-day workshop will provide a chance to practice techniques that will enable you to develop and implement permanent solutions to persistent problems. You'll dig down and discover causes of problems, not symptoms. The class addresses the systematic way of troubleshooting a problem with techniques and tools that work for both individuals and teams. This workshop will provide individual exercises as well as group "hands-on"; simulation throughout the day.

## **COURSE OUTLINE:**

- Learn a formal approach to problem-solving
- Understand the "5-Why" technique, the positives and pitfall, and the best way to use it to find the root cause
- Learn basic root cause techniques such as fishbone diagrams, check-sheets and pareto analysis
- Understand and implement error/mistake-proofing techniques
- Gain teamwork skills by working on solving class exercises
- Understand how root cause analysis is integrated into Corrective and Preventive Action
- Using A3s to communicate the problem and the teamwork involved in solving the problem
- Prevent recurrences of problems by standardizing solutions

## **Location(s)**

Alabama Workforce  
Training Center (AWTC)  
3500 6th Ave S  
Birmingham  
Alabama  
35222  
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