



# CQE Training & Consultancy Plt (Reg. No. : LLP 0003668 LGN)

Registered Office : No. 46, Lorong Bintang, Taman Tasik Permai, 34000 Taiping, Perak. Malaysia.

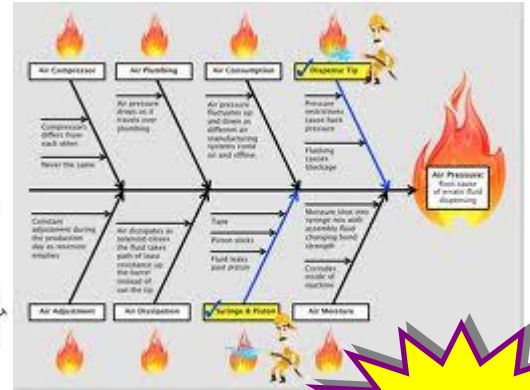
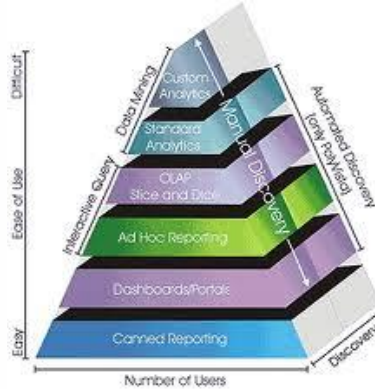
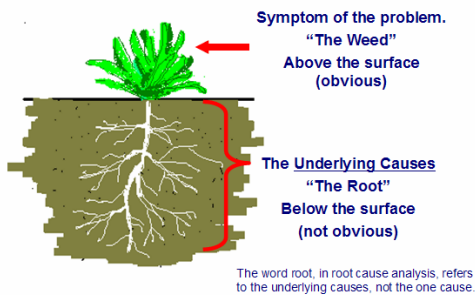
Operating Office : No. 85A (1<sup>st</sup>. Floor), Jalan Barrack, 34000 Taiping, Perak. Malaysia.

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## ROOT CAUSE ANALYSIS (RCA) (PUBLIC / IN-HOUSE TRAINING PROGRAMME)

### Root Cause Analysis Basics



### Introduction

The natural tendency of many individuals and organisations when presented with a problem is to jump to a solution, any solution. They do not systematically analyse the problem to determine a root cause before considering potential solutions.

This intensive two day Root Cause Analysis training course is based on the proven Six Sigma performance improvement methodology with a strong focus on analysing the root cause of problems and developing appropriate solutions.

The course will start with the identification, prioritisation and definition of problems. We will then consider how we measure the problem and then use logic, data and process analysis to understand the problem followed by root cause analysis tools. Once we have verified the root cause we will then consider how we identify, evaluate, develop and implement a solution that addresses the root cause of the problem.

### Learning Outcomes/Objectives

Also available as  
in-house programme

Upon completion of this intensive two day practitioner course delegates will be able to:

- Use a structured approach to identifying and defining the problem, determining the root cause through analysis and defining an appropriate solution.
- Use a range of logical, data, process and root cause analysis tools to develop an understanding of the problem and identify a root cause.
- Understand the importance and approaches to verifying a root cause.
- Identify, evaluate and develop solutions that address the root cause of the problem.



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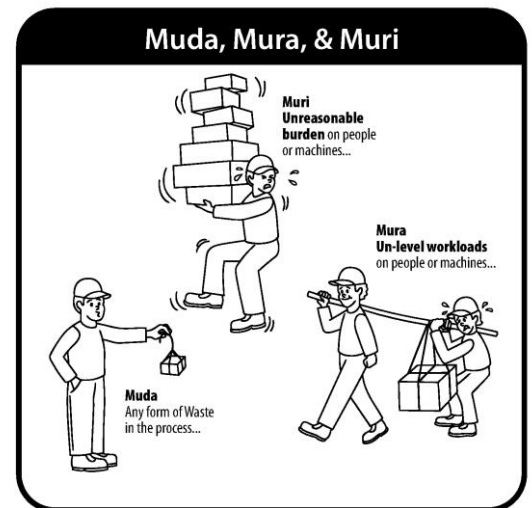
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## Program Contents

- ✚ Introduction to Root Cause Analysis (RCA), Its Concept and Philosophy
- ✚ Why Root Cause Analysis and Its Benefits
- ✚ Important of Root Cause Analysis
- ✚ Terms, Definitions and Terminologies
- ✚ Problem Solving Process (PSP)
  - Reactive
  - Proactive
- ✚ Step 1 : Problem Identification and Definition
  - Data collection
  - Scope and constraints
  - Prioritization and Pareto Chart
  - Objectives and measures
- ✚ Step 2 : Identify Team
  - Roles and responsibility
- ✚ Step 3 : Immediate Containment Actions
- ✚ Step 4 : Root Cause Analysis (RCA)
  - Fish-bone diagram / Ishikawa diagram
  - Relationship diagram
  - Cause and Effect Matrix
  - 5 Whys
- ✚ Step 5 : Develop Action Plans and Solutions
  - Brainstorming techniques
  - Scatter diagram
  - Histogram
- ✚ Step 6 : Execution of Action Plans
- ✚ Step 7 : Follow-up on Effectiveness of Action Plans
  - Cost impacts and improvements
- ✚ Step 8 : Validation and Standardization
- ✚ Examples – Sample Simulation and Sharing





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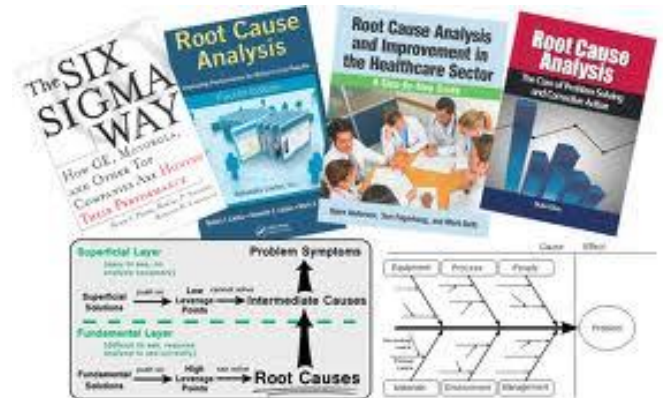
## Who should attend?

Managers, Engineers, Executives, Supervisors, Quality Practitioners and any member of an organisation who is from Process and Product Research and Development, Quality and Manufacturing/Production will find this course relevant and beneficial to their job function related to Problem Solving and Quality Improvements.

## Methodology

The program would be conducted by using the following materials / aids :-

- Course Notes
- OHP / LCD
- Exercises / Workshop
- Video Showing
- Lecturettes

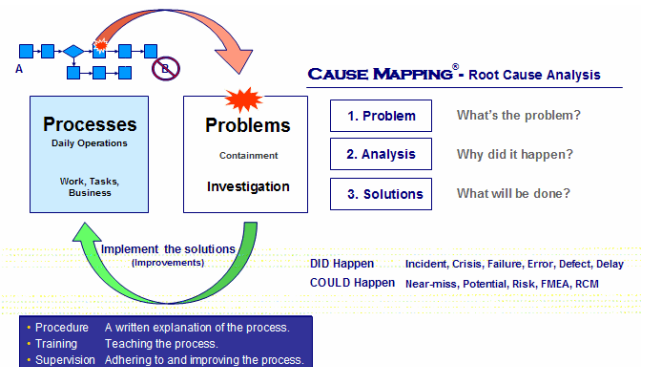


## Duration

1 day

## Participants

Max ~20 pax



## Using Kanban for Continuous Improvement

