



# PROBLEM SOLVING & ROOT CAUSE ANALYSIS

Learn how to make great decisions.



## AT A GLANCE



BMINZ Certificate



**1** day



At your place or ours

## EFFECTIVE PROBLEM SOLVING AND ROOT CAUSE ANALYSIS

Everyone can benefit from learning the tools to systematically solve workplace problems and identify the root cause to prevent recurrence. Using the cross-functional team approach, you will learn to apply disciplined and proven root cause analysis methodologies to problems impacting your organisation. Root Cause Analysis is a method of solving problems that is used to diagnose the true cause, faults, variations and/or problems.

This one-day course will equip participants with the skills to identify and resolve workplace problems. Organisations with staff skilled in effective problem solving and root cause analysis have the benefit of:

- › Identifying cause and effect for problem solving
- › Developing long lasting workplace solutions
- › Improving reliability and performance management
- › Identifying supply chain interruptions and more.

# LEARNING OBJECTIVES

Clearly defining problems that need evaluation with techniques to resolve them is the basis of this course. Participants will learn a systematic team approach to problem solving by utilising the Plan-Do-Check-Act (PDCA) method. Upon completion learners will be able to:

- › Define the problem, assemble a team and take containment action
- › Measure the impact of the problem
- › Apply standard methods to investigate and analyse problems
- › Explain methods for developing and implementing solutions
- › Identify root causes of problems and potential solutions
- › Implement appropriate actions to prevent recurrence
- › Develop best practices for monitoring action plans for success
- › Exercise effective team based problem solving skills
- › Articulate root cause analysis methods
- › Understand Fishbone, 5 Why, Histograms, Bell Curves and Variation.

