



CONTINUING EDUCATION

Root Cause Analysis & Corrective Actions

This seminar provides participants with the framework and knowledge to implement value-adding and efficient root cause analysis and corrective actions. Participants are taught the root cause analysis and corrective actions process from problem notification through root cause identification and solution implementation and validation of effectiveness. Participants are also introduced to tools and techniques to help with each phase of the process.

- Who Should attend:** Individuals involved with analysis of process data underlying quality and productivity improvement.
- Prerequisite:** None
- CEU's Credits:** 1.6
- Duration:** 16 Hours – 2-day course
- Course Content:**
- Introduction to Corrective Actions**
 - Describing the current state of the problem
 - Problem Solving Attributes
 - Prevention vs. Detection
 - Cost and Business Impacts
 - The Relationship Between Corrective Actions and Root Cause Analysis
 - Overview of problem solving steps
 - Problem Identification and Prioritization**
 - Why Understanding the Problem is a Critical First Step
 - How to write a non-conformance
 - The Problem Statement
 - The need for detail and completeness
 - Examples of good and back non-conformance write-ups.
 - Problem Identification Tools
 - Is/Is Not Analysis
 - Histograms
 - Trend Charts
 - Paynter Charts

- Prioritizing Problems
 - Multi-Voting
 - Paired Comparison
 - Serious, Urgency & Growth
- Data Collection Tools
 - Check sheets
 - Concentration Diagram
 - Flow Diagrams
 - Work-Flow Diagram
 - Interviews and Surveys
- Containment Actions

Effective Root Cause Analysis

- Looking for system related causes
- Tools for Root Cause Identification and Verification
 - Brainstorming
 - 5-Why Analysis
 - Cause and Effect Diagram
 - Scatter Diagram
 - Failure Mode and Effects Analysis
 - Design Comparison Matrix
 - Comparative Analysis
- How To Handle Multiple or Complex Problems
- What do you do when Root Cause is not obvious?
- Case Study Exercise

Select and Verify Corrective Action

- Identifying a permanent fix
- Decision Making Matrix
- Implementing the solution
- Mistake Proofing
- Case Study Exercise

Prevent Recurrence

- Extending the Solution
- Follow-Up and Control
 - SPC and Control Charts
- Case Study Exercise

Each participant will receive a comprehensive manual and a Certificate of Completion at the close of the seminar.