

Department of Corporate Training

Problem Solving & Root Cause Training

A basic foundation understanding of the problem solving process and how/which root cause analysis tool is best for deployment will be taught. This training session will be connected to the underlying themes of the Principles of Quality, the mission to establish a culture of quality.

Training Structure:

As problem solving methodology and tools for root cause analysis is a very broad spectrum, a phased approach to training objectives will be deployed. The proposal is to follow an outline of organization quality maturity level and train to the suitable root cause analysis tools, and Nonconforming Events (NCE) procedures.

Session Structure:

- Phase I Learning Objectives:
Focus on the Seven Basic Quality Tools will address all staff. The basic troubleshooting tools are Ishikawa (fishbone) diagram, Check sheets, Control chart, Histogram, Pareto chart, Scatter diagram and Process Charting. The training will draw the connection between the guiding principles to establish a culture of quality (aforementioned), addressing problem description, cause/effect relationship for root cause analysis, and countermeasure verification.
- Phase II Learning Objectives:
Focused training event will enlighten staff on creativity and process design root cause analysis tools used to reduce process risk or enable higher cognitive thought processes for countermeasure solutions. Quality tools embellished for discussion will include Failure Mode Effects Analysis, Six Thinking Hats, and Brainstorming, to mention a few.
- Phase III Learning Objectives:
Final phased training deployment of quality tools encompass management process problem solving tools. Those tools will be affinity diagram, interrelationship digraph, tree diagram, prioritization matrix, matrix diagram, process decision program chart and activity network diagram. These quality tools can be used to visualize a continuous improvement event, or further pinpoint process bottlenecks that can be ancillary contributors within a root cause analysis.

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Duration & Timing

- Each phased training session deployment will be a four hour sessions rotating students from different departments into the sessions.
- The total number of session will be as determined by the customer.
- Training material development will include on-site pre-phase discovery time to gather materials necessary to draw a relationship into real application deployment of problem solving and root cause analysis tools.
- Training material books will be published and distributed for each student attending each phase.
- Each attendee will receive an Edison State College Certificate of Completion for each phase.

Learning Outcomes:

After this course you will be able to use an objective, evidence-based approach for breaking any issue into its cause-and-effect relationships so that everyone sees the same accurate information.

- *Analyze problems thoroughly and effectively.*
- *Be more effective when solving problems by using Root Cause analysis tools.*
- *Communicate complex issues visually and verbally.*
- *Take the emotion, opinion and speculation out of the problem solving.*
- *Develop a process/systems approach to managing your operations.*
- *Anticipate problems to prevent them from occurring.*
- *Frame each problem as an opportunity to learn and improve.*
- *Outline problems in the context of the overall goals.*
- *Prioritize problems more efficiently and objectively.*

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