

ROOT CAUSE PROBLEM SOLVING

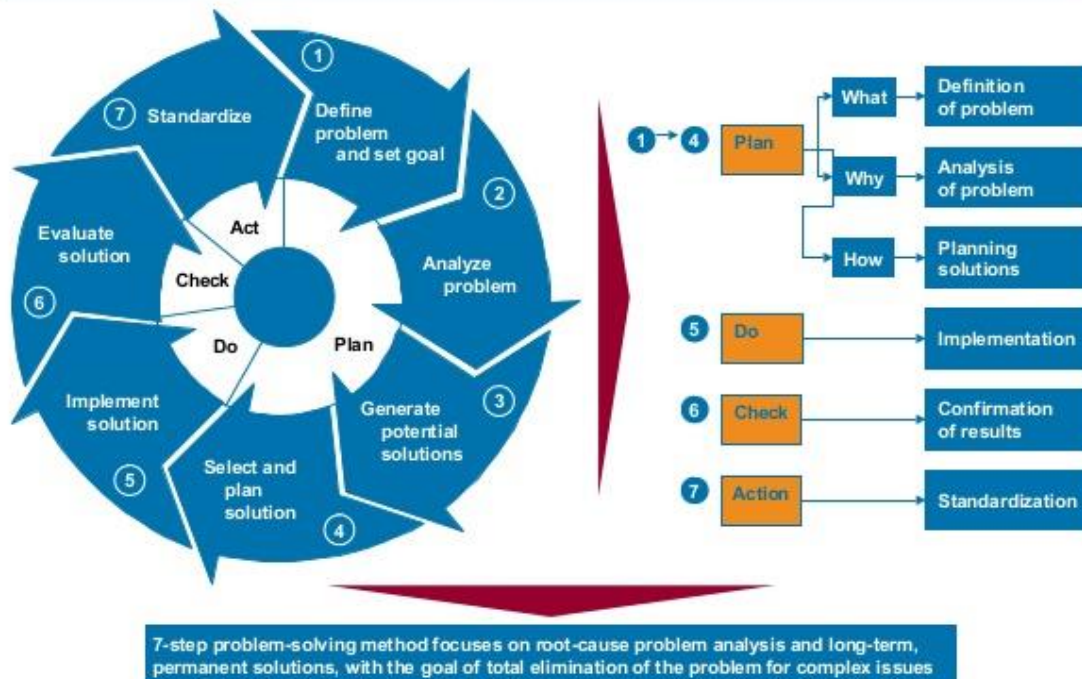
DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm

7-step Problem-solving Approach



INTRODUCTION

This training program provides participant with the concept of root cause analysis & problem solving techniques. Implementing solutions without getting to the true root cause is a waste of money, time & resources. Traditional approach begin with limited info, many actions and lacking focus. Our approach focus on finding the true root cause before proceeding with actions.

With the increase in global competition, the concept focus on reducing the Non Value Added (NVA) wastes for process improvement. Waste is anything that impedes the flow of the product as it is being transformed in the value chain. To maximize the efficiency of manufacturing/services, we will share the tools & techniques that can be used for continuous improvement towards operational efficiency/excellence.

BENEFITS

Upon completion of this program, participants will be able to:

- Recognize the 7 wastes at the workplace for process improvement

- Able to adopt relevant tools & techniques to identify opportunities for operational excellence at workplace
- Apply the 7 steps of root cause analysis

KEY CONTENT

MODULE 1-INTRODUCTION

- What & why?
- How?
- Waste elimination
- PDCA of Root Cause Analysis

MODULE 2-WASTE IDENTIFICATIONS

- 7 “deadly” wastes – TIMWOOD
 - Transportation
 - Inventory
 - Motion
 - Waiting
 - Over-processing
 - Over-production
 - Defects
- Value added/Non Value Added

MODULE 3-TOOLS & TECHNIQUES

- 7 QC Tools
 - Check Sheet, Pareto Chart, Fishbone Diagram, Scatter Diagram, Histogram, Control Chart, Graph
- Brainstorming
- Why Why
- 5W1H

MODULE 4-7 STEPS OF ROOT CAUSE ANALYSIS

- Problem Definition
 - Background
 - Specify Problem
 - Ideal State – Current State = Problem
- Problem Description, Goal Setting
 - Quantify the problem – Who, What, When, Where, How, How much
 - Set goals (stretch)
- Containment Action
 - Action to prevent over flow of problem
- Root Cause Analysis
 - Identify Point(s) of Cause
 - Identify Root Cause
- Corrective Actions
 - Identifies Solutions to Address Root Cause
 - Executes
- Verifications (effectiveness)
 - Confirmed if goal(s) achieved
- Standardized (Fan Out) & Share Learnings

Module 5-Root cause Analysis & Problem Solving Philosophy

- Key success factors

Audience

Technicians, Supervisors, Engineers, Executives, Managers

Methodology

This program involves interactive lectures, case studies, small group activities, discussions, exercise, experiential learning and presentations.