

Root Cause Analysis and Team Based Problem Solving



Aim of the programme

We are surrounded by opportunities to improve, but how do we know if we are solving the right problem? And how do we know if we have made the right change in order to fix it? And what do we do if we are just stuck for ideas?

This course looks at how to clearly define the problem, before identifying the real issues behind the presented symptoms. The root cause of the issue is something that can be clearly switched off and back on again; and unless this is identified, any changes made will not fix the problem permanently.

Once the root cause has been identified then often the solution is straightforward. At other times, it is not easy to come up with suitable corrective actions and this is where we need to get a bit more creative.

This highly interactive and intensive one day course will provide delegates with tools and an approach to effectively identify the key business issues to be addressed and the real root causes of them, as well as some creative tools to develop options for improvements.

As a result of attending this course, delegates will:

- Understand how to accurately define problems
- Understand how to identify the key issues with a more strategic outlook
- Be able to separate issues and symptoms
- Be able to use a variety of root cause analysis tools to support improvement activities
- Be able to use creative ways of generating potential solutions

Who is the course for?

This one-day intensive course is suitable for project champions, members of improvement teams and anyone looking to make improvements and solve complex issues.

Content

The course includes the following core themes:

- Understanding the real issues
 - o Voice of the Customer: capturing and understanding your customers' expectations and preferences
 - o Critical to Quality: understanding the key measurable characteristics within your process that must be met in order to satisfy the customer
 - o Kano Model: understanding and categorizing customer requirements (or potential features) for new products and services.
 - o The Chain of Pain: how we can use "5 Why's" vs the "So What's?" to identify true problems for the business
- Root Cause Analysis
 - o 5 Why Analysis: an iterative interrogative technique used to explore the cause-and-effect relationships underlying a particular problem
 - o Fishbone Analysis: using a simple visualization tool to support the identification of root cause
 - o Is/Is Not: thinking about the problem and in particular the boundaries of what it is or is not
 - o Comparative Analysis: item-by-item comparison of two or more comparable alternatives
 - o Verifying Root Causes: using simple tests to prove the root cause is the real root cause
- Creative Team based tools
 - o the power of silent brainstorming
 - o convergent and divergent thinking

Structure of the programme

This one-day course will consist of presentations, led discussion and short workshop sessions. No prior knowledge of Root Cause Analysis is assumed.