

# ROOT CAUSE ANALYSIS AND PROBLEM SOLVING

## 3 DAY PRACTICAL WORKSHOP

### OVERVIEW

Don't put a bandage on a problem; fix the issue permanently. The root cause is the fundamental, underlying reason(s) for a problem. Root Cause Analysis (RCA) is the technique to reverse engineer the situation, identify the cause(s) of a problem, resolve it, and prevent it from occurring again. This saves your organization time, money, and resources.

Problem solving is best done with a proven process. This program introduces the delegates to a proven models to separate causes from symptoms; develop a range of potential solutions; walk through a plan to implement & test these solutions and measure the results.

This course will enable participants to understand root cause analysis & problem solving as procedures for analyzing the causes of problems to permanently resolve or prevent them. Consisting of lectures, practice, and real-world case examples, this course is designed to provide attendees with an in-depth understanding of how to analyze and solve problems so they don't reoccur, saving companies enormous amounts of loss.

### LEARNING OBJECTIVES

This program will help you learn how to:

- Understand that every problem has one or more cause(s) that can be identified
- Use proven tools to determine the root cause(s) of each problem
- Analyze the real cause(s) of problems to develop solutions
- Leverage various models to optimize your results
- Develop timetables for results
- Establish critical measurement systems to prove your success

### TARGET AUDIENCE

While no particular level of prior knowledge is needed, there is an assumption that the attendees are committed to immersing themselves in a learning situation. This program will benefit all professionals who are interested in understanding how to identify the real causes of problems faced by their organizations in the present dynamic business environment & solve them permanently.

Specifically, delegates who work in the following areas may gain the most:

- Strategy
- Operations
- Sales & Marketing
- Finance
- Technical
- Procurement
- Planning
- Research & Development

### TRAINING METHODOLOGY:

The training process is based on a carefully planned mix of succinct tutor input - with practical illustration of tools and concepts, group work on case studies (all video based - and lively), feedback, and selective work on individual issues in pairs.

The training is based on systems to enable complete learning. There will also be some opportunity for role play. You will receive a toolkit within the material for subsequent everyday use.

A detailed agenda can be provided to you upon request. We will also forward you the profile of the trainer and the relevant testimonials. This 2 day master class can be conducted as an in-house workshop or a public workshop. The agenda can be customised according to your business model and requirements.

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