Root Cause Analysis - 1 or 2 Days*

Course Code: SIG203

Six Sigma, Lean and all process improvement programs focus on one thing: finding the underlying reason for a problem or inefficiency. Only when that root cause is found can the right improvements be made. This course provides the essential core of those programs, but also provides an approach that anyone can use in any organization to try to quickly make something better.

*The 2-day option includes student problems to solve from their work

Learning Objectives

- Process Overview
- Organize teams
- Identifying problems
- Identifying processes
- Develop urgency criteria
- Formulate the cost of quality
- Identify causes
- Create process maps
- Build histograms
- Plan quantitative approaches
- Link cause and improvement
- Recommend the proposed improvement

Topics & Content

- The voice of the employee
- The voice of the customer
- Proper brainstorming
- Choosing the problem to study
- Establish financial criteria
- Pareto priority index
- Use process maps
- Fishbone diagram
- Tree diagram
- The 5 Whys method
- Prioritizing causes
- Pareto chart
- Affinity diagram
- Multi-voting
- From cause to improvement
- Selling the proposed improvement internally

Course Information

Duration
　1 or 2 days*
Audience
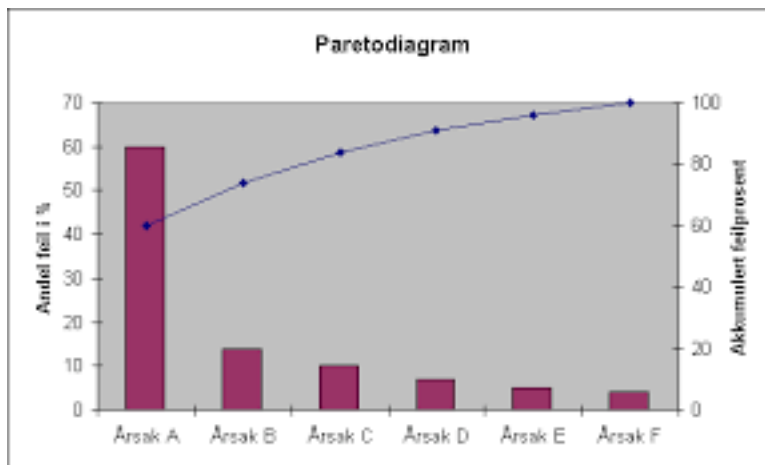　Those responsible for Six Sigma improvement projects.
Accreditations
　PMI:　　7 PDUs
　SHRM　7 PDCs
　OPM:　　7 CLPs
　OPM Competency: Problem Solving

"I really enjoyed learning from the trainer. A great mix of fun and professional."