

# Root Cause Analysis



**Course Duration: 2 Days - 8 Hours/day**

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## Program Objective:

To give participants a systematic methodology to

- ❖ Define the Problem
- ❖ Identification of Root Causes of the problem
- ❖ Continual improvement of processes by data analysis through simple & powerful tools
- ❖ To Provide way of extracting information from data collected
- ❖ To Simplify Decision making process

## Ways to achieve program objectives:

- ❖ During training session, Case Studies will be performed by participants for each tool to understand the application of tools by live data
- ❖ After course completion the participants need to identify the data to be analyzed in their respective area.
- ❖ Based on above analysis, should take up a Manageable Improvement Project.
- ❖ Should use the appropriate tools at appropriate stages of the project & solve the problem to prevent its recurrence.

## Know Your Emotions:

- ❖ Reduces costs through Prioritized Improvement Projects
- ❖ Lesser lead time in solving problems.
- ❖ Reduces the wastages in the process flow.
- ❖ Improves quality performance by reduction in quality problems.

## Course Contents:

- ❖ Introduction to Incident Investigation
  - What is Incident? Types of Incidents
  - What is to be done in the event of Incident detected in shop floor?
- Defining the Incident
- Analysis of Incidents
- Root Causes Analysis
- Why Incident Occurs
- Applying 5 Why Analysis Method
- Learning on Control Mechanism
- Post Test
- Feedback & Closeout

## Day 1

- ❖ Problem Understanding
- ❖ Incident Investigation Process Flow
  - Team Breakout -1
- ❖ Incident Investigation Process Flow
  - Team Breakout -2
- ❖ Qualitative RCA – Fishbone
  - Why Why
  - Decision Tree
  - Cause Mapping
  - Team Breakout -3

## Day 2

- ❖ Data collection techniques
- ❖ Run Charts
- ❖ Histograms
- ❖ Pareto charts
- ❖ Box plots
  - Team Breakout -4
- ❖ Scatter plots
- ❖ Control charts
- ❖ Data stratification
  - Team Breakout -5
- ❖ Overall 7QC Case Study -6

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