Control Root-Cause Problem Solving Workshop

Course Content

This is a 1-day physical interactive workshop course with workshop problems and physical and analytical activities. Control root-cause problem solving is a methodology that focuses on identifying and addressing the underlying, fundamental causes of a problem rather than just treating the symptoms. The goal is to prevent recurring issues by implementing preventative controls at the root level. We all learn better by doing activities than from lectures alone.

Course Objectives

- To become a problem solver in your workplace, home, community, social organizations, and religious order.
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- Learn how to systematically determine the root cause of a problem and develop a prevention and permanent solution.

- Learn tools that drive you to the root cause of critical problems.

Price: $395/seat

**M&M Sweet
Statistics Workshop**

- **Repeatability Study**
- **Gage R & R Study**

Course Outline

- **Introduction to Control Root-Cause Problem Solving Approach**
- **Define Phase – Define the problem**
  - Project Charter
- **Measure Phase – Data collection**
  - Critical-To-Quality (CTQ)
- **Analyze Phase – Analyze potential causes**
  - Total Cost of Quality; Pareto Analysis; Root Cause Analysis; Fishbone; 5-Whys; Stratification
  - Basic Statistical Concepts: Normal Distribution, Standard Deviation, Histogram, Boxplot, Scatter Plot;
  - M&M Sweet Statistics Workshop
  - Measurement System Analysis
    - Repeatability Study
    - Gage R&R
- **Identify the root cause**
- **Improve Phase**
  - Comparison Analysis
  - Standardization
  - Implementation Plan
    - Verifications and/or Qualifications Testing
    - Control Plan
- **Control Phase**
  - Implement Control Plan
  - Conduct Verifications and/or Qualifications Testing
  - Capture Improvement Data
  - Audit Improvements
  - Sustain Improvements

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