

## Overview

One of the most common issues among manufacturing companies is the inability to permanently solve quality issues. This crosses all industries, but the more complicated the processes involved, the bigger the issue. The primary “root cause” of this is the lack of formal training in the process of root cause analysis.

This complete customized solution includes the creation of a branded RCA & 8D training program that becomes your organization’s property. The program includes: electronic participant workbook, printable worksheets for class exercises and team assignments, training, certificate of completion for participants, facilitation of RCA teams and management report outs. We will use your CAR form if 8D is not used.

## Learning Objectives

1. Describe the key concepts and principles of problem solving
2. Understand the dynamics of team-based problem solving
3. What is RCA and why do we need it?
4. Familiarize with the use of RCA analytical tools
5. Understanding each step of the 8D problem solving process

## Training

Half-day training session for all quality engineers, inspectors, process engineers, department supervisors, front end engineers and any others that would benefit from the training, and be RCA contributors. Training and class exercises on the following 4-Core RCA Analytical Tools:

- Pareto chart
- 5 whys
- Brainstorming
- Fishbone diagram

## RCA Teams

The participants will be broken down into 3-5 teams (depending on attendance) and assigned a current, real-live problem the client is experiencing (customer CAR, specific high-occurrence defect, repeat issues that has not been solved to date, etc.). Each team will include the department supervisor related to the issue, an engineer and a quality engineer/personnel at a minimum and a team leader appointed.

- Teams are given a time frame, e.g. Monday: Training, Friday RCA Team report outs
- Team leaders will assign member responsibilities for data gathering, testing, etc. and schedule status meetings
- TRAC will attend each RCA Team meeting to keep them focused and on task
- Teams will use (and document) any combination of the 4-Core RCA Analytical Tools from their training to drill down to true root cause and document
- Teams will complete the 8D problem solving form with the root cause(s) and solution(s)
  - Includes verification of effectiveness of the defined solution(s) to the extent possible during the time frame, or develop a longer-term plan
- RCA Teams will report out to management with their findings and documentation of the root cause analysis and solution identification/verification.
- Rinse & repeat with new issues to assign to the teams to reinforce RCA as the problem solving culture