

Context

Do you deal with problems in the production process that sometimes crop up but for which you do not know the root cause? Are you dealing with customer complaints more often than desired? Do you want to tackle problems within your organisation in a structured way and get to the real root cause? Do you know the difference between sporadic and chronic problems? Then we would like to invite you to our training with a focus on Root Cause Problem Solving methodologies.

Our approach

- The training programme consists of a working session of 2 consecutive days.
- Each work session offers a mix of theoretical underpinnings and practical exercises.
- Each work session provides the opportunity for experience exchange with other participants.
- At the end of the training programme, an exam is provided which, upon obtaining a score of 70%, entitles the participant to a "Root Cause Analysis" Training Certificate.

What can you expect ?

- We provide insights into the various problem solving methodologies that have proven to be a great help in solving problems in an industrial environment.
- Concrete ways to apply the tools in a structured and logical way in your own organisation.
- Course participants can bring their own real-life problems to apply during the training.

Programme

- Problem solving and the link to Lean Six Sigma.
- How to make the right selection between the different methodologies?
- Difference between sporadic and chronic problems.
- Zooming in on the different problem solving methodologies, incl exercise:
 - 5Why
 - Ishikawa/Fishbone
 - IS-ISNOT (Kepner Tregoe)
 - SORA
 - Value add/Non-value add analysis
 - 8D
 - PDCA
- Introduction to statistical data analysis