

ROOT CAUSE ANALYSIS

Six Sigma Lite – effective problem solving without all the heavy statistics!

A two-day course consisting of lectures, practices, and role plays that will provide attendees with an in-depth understanding of how to analyze a system in order to identify the root causes of problems. The course is often called Six Sigma Lite, teaching an effective problem solving process without all the heavy statistics.

COURSE OVERVIEW

- The difference between problem solving and root cause analysis
- Some common problem solving models and their weaknesses
- Five steps for performing root cause analysis
- Critical tools for performing root cause analysis

COURSE OBJECTIVES

- Enhance problem solving effectiveness by providing a model for more deeply analyzing problem situations.
- Clarify the difference between analytical and creative thinking, and when each is most useful.
- Promote the ability to provide problem-solving support in situations where one is not an expert in the process or technology involved.
- Expand the range of tools available for analysis of problem situations.

FACILITATOR: Duke Okes has been helping organizations solve technical problems for more than thirty years. He is a national instructor for the public root cause analysis course offered by ASQ. He is an ASQ Fellow and certified as a quality manager, engineer, and auditor.

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REGISTER: 901-543-3530 or e-mail tfranks@memphischamber.com

PRICE: \$529/\$499 for Greater Memphis Chamber members. Includes Duke's new book, breakfast, lunch and parking.