



Two Days Workshop On Root Cause Analysis **24th & 25th January 2019: Bangalore**

The Confederation of Indian Industry –Institute of Quality (CII-IQ) is pleased to announce its two days training programme on Root Cause Analysis

Introduction:

Having no problems is the biggest problem of all. View the problems not as a negative but as a “Kaizen opportunity in disguise.” Whenever problems arise, encourage to investigate the problem at the source and to ask ‘why’ five times about every matter.

In a series of events, where people are involved, mistakes happen. Involving people, machines, environment, measurements, materials, methods undoubtedly, mistakes will happen. What typically happens in response to mistakes is that blame is thrown around, which builds resistance, then communication fails which could lead to project failure. The better approach is to identify the root cause of mistakes and attacking that, instead of what might be perceived as the cause: Perceived causes are most likely symptoms and not the root cause, in which case the problem was never really solved. This approach, more rigorous and long-lasting, to solving problems is called Root Cause Analysis. A Root Cause is a process factor which directly defines the reason for the problem when it is present and is having an influence on the process and its output.

Contents:

- The workshop shall cover the following:
- What are problems? Symptoms?
- How problems are communicated: problem statement
- Types of problems and problem solving methods
- Process view of problems
- Isolating problems to their process of origin; establishing context for Root Cause Analysis
- Levels of Root Cause investigation
- Data collection/analysis tools to apply at each level of Root Cause investigation
- Confirming Root Causes before applying solutions. Quantification.
- Three possible solutions to each Root Cause/Causes
- Getting the most out of Root Cause Analysis investigations, interactions on causes

Symptom, Cause, Root cause, Effects, Quantification:

- C E diagram, different classification .Levels of CE diagram
- Validation Verification of causes
- Why Why Analysis and its flow in both direction forward and back ward
- Actions and its effective ness on all Root causes



- 3 P methodology/3 Legged Analysis -Predict , Prevent, Protect methodology
- Individual and group exercises, discussions will be part of the workshop

Who should attend?

The workshop is meant for engineers/ managers from planning, manufacturing, quality and service charged with the responsibility of both reactive and proactive problem solving in their own functional areas as well as across functions, design and development, sales and marketing. Automobile, aerospace, med equipment's, railways, manufacturing sectors.

Delegate Fees

- CII Members:-Rs 12,000/- Plus 18% Tax-per delegate
- CII Non Members:-Rs 13,000 /- Plus 18% Tax – per delegate
- 3 or more delegate from single company would be entitled for 10% discount on the total fee payable
- Delegate fee is not refundable. Changes in nominations are acceptable
- This is a non– residential programme, hence participant are requested to make their own arrangements

The seats are limited to 20 participants only. Since registration is on **first-come-first served basis**, please forward your nominations at the earliest.

For registration you can contact Ms Supriya @ +91-7338286169, Email: lss.mktg@cii.in