INTRODUCTION

The natural tendency of many individuals and organisations when presented with a problem is to jump to a solution, any solution. They do not systematically analyse the problem to determine a root cause before considering potential solutions.

This intensive two day Root Cause Analysis training course is based on the proven Six Sigma performance improvement methodology with a strong focus on analysing the root cause of problems and developing appropriate solutions.

The course will start with the identification, prioritisation and definition of problems. We will then consider how we measure the problem and then use logic, data and process analysis to understand the problem followed by root cause analysis tools. Once we have verified the root cause we will then consider how we identify, evaluate, develop and implement a solution that addresses the root cause of the problem.

OBJECTIVE

Upon completion of this intensive two day practitioner course delegates will be able to:

- Use a structured approach to identifying and defining the problem, determining the root cause through analysis and defining an appropriate solution.
- Use a range of logical, data, process and root cause analysis tools to develop an understanding of the problem and identify a root cause.
- Understand the importance and approaches to verifying a root cause.
- Identify, evaluate and develop solutions that address the root cause of the problem.

Course content

<table>
<thead>
<tr>
<th>Introduction to Root Cause Analysis (RCA), Its Concept and Philosophy</th>
<th>Step 3 : Immediate Containment Actions</th>
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</thead>
</table>
| Why Root Cause Analysis and Its Benefits  
Important of Root Cause Analysis  
Terms, Definitions and Terminologies | Step 4 : Root Cause Analysis (RCA)  
- Fish-bone diagram / Ishikawa diagram  
- Relationship diagram  
- Cause and Effect Matrix  
- 5 Whys |
| Problem Solving Process (PSP)  
- Reactive  
- Proactive | Step 5 : Develop Action Plans and Solutions  
- Brainstorming techniques  
- Scatter diagram  
- Histogram |
| Step 1 : Problem Identification and Definition  
- Data collection  
- Scope and constraints  
- Prioritization and Pareto Chart  
- Objectives and measures | Step 6 : Execution of Action Plans  
Step 7 : Follow-up on Effectiveness of Action Plans  
- Cost impacts and improvements |
| Step 2 : Identify Team  
- Roles and responsibility | Step 8 : Validation and Standardization |

WHO SHOULD ATTEND

Managers, Engineers, Executives, Supervisors, Quality Practitioners and any member of an organization who is from Process and Product Research and Development, Quality and Manufacturing/Production will find this course relevant and beneficial to their job function related to Problem Solving and Quality Improvements.
TRAINER PROFILE:

EDDIE KUANG

Mr. Kuang Kok Hoo graduated from the University of Science Malaysia. He majors in Applied Statistics and Operational Research and Minors in Management. He is a Senior Member of the American Society for Quality (ASQ) and ASQ Certified Quality Engineer (CQE) and Manager of Quality/Organizational Excellence (CMQ/OE). He is also the Lead Auditor from International Register of Certificated Auditor (IRCA), United Kingdom specializing in ISO9000 QMS, ISO 14001 EMS, ISO22000 Food Industry QMS, ISO/TS16949 Automotive QMS, and Six Sigma Champion / Leader. He has been exposed to various kind of trainings such as ISO 9000/ ISO22000/ ISO/TS16949 Quality Management System, ISO14001 Environmental Management System, Train the Trainer, Competency Based Training (CBT) from DETAFE, Adelaide Australia and Statistical Quality Control Courses such as Statistical Process Control (SPC), Advance SPC, 6 Sigma Program, Failure Mode Effects Analysis (FMEA), Acceptance Sampling Plans, Gage Repeatability & Reproducibility (GR&R), Design of Experiment (DOE), Product Reliability & Liability, 7 QC Tools, 7 Advance Quality Management & Planning Tools, 5S Housekeeping, Quality Control Circles (GCC), Productivity & Quality Improvement and etc...With more than 15 over years of working experience directly in the Quality discipline, he has served QC/QA, TQM, Quality System and Training position in the electronic components, semiconductors, computer peripherals and automotive manufacturing industries. Besides that, he also invited to conduct training for various manufacturing industries like steel and metal, motor and motorcycle, foods, furniture, oil processing and rubber & plastic products, semiconducotor & electronics components, pharmaceutical, computer peripherals and telecommunication.


ADMINISTRATIVE DETAILS

<table>
<thead>
<tr>
<th>Date</th>
<th>12 Jan 2017</th>
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</thead>
<tbody>
<tr>
<td>Venue</td>
<td>FMM Institute, Kedah</td>
</tr>
<tr>
<td>Time</td>
<td>9.00am – 5.00pm</td>
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<tr>
<td>Fees</td>
<td>RM 530.00 (Member)</td>
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<td></td>
<td>RM 636.00 (Non member)</td>
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(All fees are inclusive of course materials, lunch, cert and refreshments.)

Attendance is by prior registration only. Registration form must be completed and returned to FMM Institute by 9 Jan 2017 with correct payment by cheque made in favour of “FMM INSTITUTE” and crossed “Account Payee Only”. Payment by cash is acceptable during the day of registration. **Registration is on first-come-first-served basis.**

CANCELLATION & REFUND

- No refund for cancellation within 2 days prior to the programme
- 50% refund for cancellation between 3-6 days
- Full refund for cancellation 7 days prior to the programme
- Registered participants who do not turn up will be charged accordingly
- No additional cost for replacement
- Cancellation must be made in writing
REGISTRATION FORM

To : FMM Institute (Attn: Meeza / Zai) Fax: 04-4426876

Please register the following participants:

1. Name & Designation : ______________________________________________________

2. Name & Designation : ______________________________________________________

3. Name & Designation : ______________________________________________________

(Please attach separate list if space is insufficient)

Submitted by : ____________________________ Designation : _________________________

Company : ________________________________ Membership No : _________________

Tel : ______________________ Fax : ______________ Email : _______________________

Address : _________________________________________________________________