



WHY-WHY PROBLEM ANALYSIS

1 August 17, 2022 (Wednesday) 8.45 am – 5.00 pm Remote Online Learning via Zoom



The WHY-WHY Analysis is one the problem-solving technique used to find root cause(s) of a problem. Solving problems from an immediate cause is easy, but it does not last long as the cause of the immediate cause is not analyzed to its earlier roots and tackled. This training teaches the systematic way of understanding the problem, and then zooms in towards its most likely real cause(s). In doing the WHY-WHY analysis, it is important to learn the technique of asking to surface the next level of cause of problem. Asking wrongly will result in going to wrong direction of problem causes – and there will be wrong or no solution!

.... COURSE CONTENTS....

INTRODUCTION TO PROBLEM SOLVING

- Root Cause Analysis
 - General CAPA terms & definitions
 - Non-conformance rating and definitions
 - What is RCA?
 - Goal of RCA
 - Why is RCA difficult?
 - Benefits of RCA
 - Principles of RCA
 - Application and the method of RCA
 - 4 keys process to successful RCA
 - Brainstorming

DERIVING & SOLVING THE PROBLEM USING 5 WHY ANALYSIS

- Problem Solving Tools (Step-by-step approach to define & solve a problem & prevent reoccurrence)
 - 5W1H (Practical Exercise)
 - Fishbone/Ishikawa Analysis (Practical Exercise)
 - 5 Why's (Practical Exercise)

.... OBJECTIVES....

- Understand to identify what, how and why a certain problem happened
- Understand how to prevent reoccurrence
- Recognize the barriers to Root Cause Analysis and apply techniques to overcome them

.... LEARNING OUTCOMES....

Upon completion of the course, participants will be able to:

- Learn how to establish an effective team for RCA
- Learn to identify potential causes and determine which cause are root causes

.... TRAINING METHODOLOGY....

Informative presentation, group discussions, practical activity & hands-on approach

.... WHO SHOULD ATTEND

Engineers, managers, supervisors, manufacturing / production personnel, executives, quality personnel

.... TRAINER

MR AMOS ANDREW A/L ANDREW

holds a Bachelor of Engineering (Honours) degree in Industrial Engineering from the University of Bradford, UK. He is a registered member of the Society of Manufacturing Engineering (SME) and has served the Multinational Companies in the capacity of Senior Industrial/Lean Engineer. Thereafter he went into coaching and trainings related to continuous improvements, leadership and change management as a technical training manager in a multinational company based in Vienna, Austria. Being trained in Japan under Toyota and benchmarking various world class companies in Japan such as Mitsubishi Motors, Lexus, Toto, Denso and many more, Mr Amos holds a high credibility in sharing his experience from the best manufacturing companies in the world. He has also been awarded the Lean Bronze Certification, USA and the Global Leadership Train the Trainer Program. Maynard has certified him as a Blue Card Holder of Basic MOST, which is a work method standardizing technique in industrial Engineering.

With his 10 years of experience in various manufacturing industries, Mr Amos has coached, trained and developed many participants specialising in the areas of Lean Manufacturing, 6S Implementation, Problem Solving, Work Study / Time Study, Kaizen Implementation and Leadership Skills. He has trained many multinationals such as Shell, Top Glove, Affin Bank, Semperit Group, Pen Group, CJ Bio, Recron, Johnson Matthey, KESP, South East Technologies, Mattel and many more. Mr Amos is a registered trainer with HRDF.

.... COURSE DETAILS....

Date **August 17, 2022 (Wednesday)**
Time **8.45am - 5.00pm**
Platform **Remote Online Learning via Zoom**
Medium of Instruction **English**
CPD **7 hours**
Fees **Members RM477.00/pax**
Non-Members RM636.00/pax
(Fees inclusive of Service Tax at 6%, Downloadable Course Materials and Certificate of Attendance)

- ❖ *Download and install ZOOM app on your laptop/desktop before the programme*
- ❖ *Good Internet / Wi-Fi connectivity*
- ❖ *Access Links will be provided upon confirmation of the programme*

.... ADMINISTRATIVE DETAILS....

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider: **FMM Institute Perak**
- MyCoID : **475427W_PERAK**
- HRD Corp Programme No: **Provided upon confirmation**

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.

REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed** as **confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

PAYMENT

- Cheques** made in favour of "FMM Institute" should be forwarded to FMM Institute Perak.
- For **SBL-KHAS Scheme**, an **Attendance of 100% is a must**, in any case, **employers will be billed in full**.
- FMM Institute SST Registration No. **W10-1901-32000105**

CANCELLATION

- Must be in Writing with Reasons
- 7 days before the course – No payment charged
- 3 – 6 days before the course - 50% payment charged
- < 3 days before the course – Full payment charged
- Participants who did not turn-up will be charged full payment
- Replacements can be accepted at no additional cost

~ Registration Form ~

Closing Date:
AUGUST 10, 2022

WHY-WHY PROBLEM ANALYSIS

FMM Institute
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

Dear Sir / Madam, please register the following participant(s) for the above programme.

1.	Name	Designation
	NRIC	HP No
		Email
2.	Name	Designation
	NRIC	HP No
		Email
3.	Name	Designation
	NRIC	HP No
		Email

(Please attach a separate list if space is insufficient)

We hereby confirmed that *(Please tick (✓) in appropriate box):-*

We **will be claiming under SBL-Khas Scheme** and full payment would made to FMM Institute in the event that no disbursement from HRDF under any circumstances

We will **NOT BE CLAIMING under SBL-Khas Scheme**. Enclosed cheque/bank draft No _____ for RM _____ being payment for _____ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name:	Designation:	
Company:	Tel:	Fax:
Address:		
Email:	FMM Membership No	