



ROOT CAUSE ANALYSIS FOR PROBLEM SOLVING

1 SEPTEMBER 12 & 13, 2022 (MONDAY & TUESDAY)

8.45AM – 5.00PM REMOTE ONLINE LEARNING VIA ZOOM



How many times do you think that you have solved a problem only to have it come back to haunt you again and again? When the same problem occurs again and again after you think you have fixed it, there is a good chance that you only addressed the symptoms and did not get to the root cause of the problem. Root cause is a factor that caused non-conformance and should be permanently eliminated. Using a systematic approach for identifying and responding to a root cause is so crucial so that they are less likely to occur in the future.

.... COURSE CONTENTS....

INTRODUCTION TO RCA

- 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
- The problem solving methodology process (PDCA & DMAIC)

RCA TOOLS

- Pareto Analysis
- 5W1H
- Fishbone/Ishikawa Analysis
- Cause and effect justification matrix
- 5 Why's
- Short Video Presentation

A STEP-BY-STEP APPROACH OF TOOL APPLICATION

- Project
- A step-by-step guide of using tools in a systematic way
- Summary and closing of the RCA
- Gantt Charts
- Poka-Yoke/ Error Proofing

GROUP ACTIVITY

.... OBJECTIVES....

Participants will learn how to use and implement the 5W1H tool, Pareto Chart, Cause & Effect /Fishbone Diagram, 5 Why Technique to solve root of the problem.

.... LEARNING OUTCOME....

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

- Learn how to establish an effective team for RCA
- Understand to identify what, how and why a certain problem happened
- Learn to identify potential causes and determine which cause are root causes
- Understand how to prevent re-occurrence
- Recognize the barriers to RCA and apply techniques to overcome them

.... 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.

**.... TRAINING
METHODOLOGY....**

Informative presentation, Group discussion & Presentations, Real Case Studies & Video Presentations

.... WHO SHOULD ATTEND

- Engineers, managers, supervisors, manufacturing personnel, quality personnel, safety personnel, change agents, maintenance, continuous improvement personnel, team leaders and executives who are responsible in analyzing and solving a problem.
- Anyone who wants to identify the root of the problem and eliminate them.

.... COURSE DETAILS

Date **September 12 & 13, 2022 (Monday & Tuesday)**
 Time **8.45am - 5.00pm**
 Platform **Remote Online Learning via Zoom**
 Medium of Instruction **English**
 CPD: **14 hours**
 Fees **Members RM689.00/pax**
Non-Members RM848.00/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

**Closing Date:
SEPTEMBER 5,
2022**

~ Registration Form ~

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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:
Address:	Fax:
Email:	FMM Membership No