

# Root Cause Analysis (RCA)

## Online

All problems are challenges to improve the system, and beneath every problem lies the root cause.



### Your instructor:

**Charlie Garrett** is an operations leader with over 25 years of broad-based manufacturing and consulting experience. He has expertise in all areas of manufacturing including: supply chain process improvement, value stream management, process design, program management, lean manufacturing, strategic planning, total productive maintenance, change management and training development and delivery in the Manufacturing, Window & Door, Medical Device, Chemical, Health Care, Automotive and Food & Beverage industries. Charlie has a degree in Operations Management from the University of St Thomas.

Does the desire to act overpower the need to understand? Understanding the problem, the process, the people and the distinctions between the types of causes are all stepping stones to effective root cause analysis to permanently eliminate problems from recurring. When structured methods and tools are used, this can be accomplished.

### Course Objectives:

After completing this workshop you will know:

- ◆ RCA Principles and Process Steps
- ◆ Importance of Group Dynamics and having the RIGHT team
- ◆ Tools to assist in thoroughly defining the Problem Statement
- ◆ RCA tools for identifying symptoms, contributing causes and root causes
- ◆ Why the 5 Why Technique isn't always enough
- ◆ Pros and cons of using the most commonly known RCA tools
- ◆ Importance of performing data collection and validation

**Who Should Attend:** Engineering, manufacturing support staff, and any individual involved in determining the root cause of problems or implementing continuous improvement.

**Wednesday, November 17, 2021 8:00 a.m. - 12:00 p.m.**

**Fee:** **MA members** \$235 per person **Non-MA members** \$335 per person  
**Receive a 10% discount if you register 14 days prior to the event**

*This workshop is online. Minimum requirements: Computer with speakers and/or headphones; dedicated screen for meeting time; Internet connection; ability to download Zoom.*

**Register:** Registration is required. Reserve on-line at [www.mfrall.com](http://www.mfrall.com), by 3:00 pm by November 15, 2021. You will be sent login credentials in advance of the workshop. **Your satisfaction is guaranteed.**

**Cancellation Policy:** **No refunds** for cancellations after 3:00 p.m., November 15, 2021, or for no-shows at workshop.