



# ROOT CAUSE ANALYSIS WORKSHOP

How to Uncover the Real Root Cause of Problems

objective

1

Understand the concept, definition, and process of the root cause analysis ;

2

Uncover the real root causes of problems faced in their daily operations and enable fact-based decision making;

3

Understand and differentiate the types of causes within a problem;

4

Effective applying the appropriate tools in the process of root causes analysis



# key learning

- Root causes analysis overview
- Gemba and root cause identification
- Tools for root cause analysis
- Identify patterns of instability;
- Special control charts and applications;
- Challenges of root causes analysis

## day 1

Root cause analysis overview

- Analyze the pattern of process
- Graphical analysis

- Source of process variation
- Graphical analysis

- Fact Analysis
- RCA technique and tools

- Analyzing the root cause
- Cause effect diagram

- Technique to identify root cause
- Why-why analysis

## day 2

- Statistical data analysis
- Setting up individuals and moving range control chart

Setting up variable control chart

Setting up attribute control chart

Process capability analysis-variable

Process capability analysis-attribute

Wrap up and summary

# program agenda

# who should attend

Recommended for any **manager or supervisor in Operations and Quality** who are involved in data collection, root cause analysis, selection of the appropriate solution, ensuring implementation and effectiveness, reporting on the problems and the follow up action.



## register now!

**18 - 19 Dec 2018**  
**The Park Lane Hotel Jakarta\***  
 \*to be confirmed

**IDR 4.950.000**  
 /pax