



leanapplied
Streamlining the Way of Business



ROOT CAUSE ANALYSIS WORKSHOP

Get Ready for Operational Excellence

In today's challenging economic environment, Process Improvement is vital to any business to stay competitive in tomorrow's market. The ability to stay and sustain Quality progressively in tangible and in intangible process is a challenge that is critical to be the leader in respective markets. The evolvment needs to encompass individuals from the top to the bottom of an organization to truly manifest successful transformation. Thru training and updated knowledge in quality and continuous Improvement, organization solidifies its robustness. This program is to help and provide individuals with the necessary readiness for the certification program.

Learn more and register for upcoming courses at:

www.leanapplied.com



leanapplied
Streamlining the Way of Business



1 300 88 6 SIGMA (74462)



+603 5634 7091



www.leanapplied.com



info@leanapplied.com



Course Overview

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

This intensive two day Root Cause Analysis training course is focus on two main tools; 5 Whys (conceptual tool) and Pareto Analysis (analytical tool). By mastering both tools, one will having new paradigm on facing daily work problem, will improve work efficiency and effectiveness, and able to generate profits for company.

Who Should Attend

The course is intended for quality professionals; troubleshooting technical problems personnel; corrective action coordinators; managers, supervisors, team leaders, process owners; engineers; and anyone who wants to improve their ability to solve problems.

Program Requisites

A basic understanding of statistical analysis methods is recommended including:

- Continuous Improvement Awareness

Learn more and register for upcoming courses at:

www.leanapplied.com/html/training.php

What People are Saying About Lean Applied Lean Six Sigma?

“ The consultant has demonstrated the expertise and professionalism to coach and inspire the the team. **”**

*Ilpo Saarisi, President
PT SKF Indonesia*

“ We have reduced 33.16% cost per transaction and improvement in productivity compared to previous fiscal year. **”**

*Dr. Yusof Omar
Maybank Banking Berhad*

“ The accumulated cost saving as at December 2009 achieved by Black Belts trained and coached by Lean Applied is RM 150 Million (USD 45.3 Million) since we deployed Six Sigma. **”**

Petronas Penapisan Melaka

“ The knowledge and expertise that we obtained from Lean Applied is very apparent. We thank him to excellence contribution to our success **”**

*CT Boo
SKF Bearing Industries Malaysia*

Program Objectives

The objective of this course is to highlight the Root Cause Analysis in problem solving. Additionally, the training course will provide standardization of understanding and approach by having a standard methodology. Thus, it will enhance organization in achieving Process Excellence with the importance of creating common language, accepted methodology and more importantly a career development :

- Differentiate between problem solving and root cause analysis.
- Enhance problem-solving effectiveness by providing conceptual and analytical analysis of problem situations.
- Promote the ability to provide problem-solving support in situations where one is not an expert in the process or technology involved.
- Expand the range of tools available for analysis of problem situations.



Program Components

Root Cause Analysis

- Type of Problem
- The Secret to Solving Problems:
Process Centric
- RCA Concept and Goals
- Solving Symptom vs. Solving Root Cause
- 4 Levels of Root Cause
- When to use and not to use RCA?
- Why is an RCA Important?
- How to engage in RCA?
- Tips to make your RCA more effective

5 Why Analysis

- Definition of 5 whys technique
- Benefits of 5 Whys
- When 5 whys is most useful
- Conducting 5 whys interview
- 5 Whys Case Study

Pareto Analysis

- 80:20 Rule - Determining the "Significant Few"
- Type of Data
- How to create Pareto Chart
- How to interpret - Identify Significant Few
- Profitable and Fun Ways to Use Pareto
- Pareto Analysis Case Study

About Us

Lean Applied is a company of extremely skilled, honest, experienced, value added, passionate, and motivated Black Belts and Master Black Belts who trained and gained first hand experiences in United States, and Europe. Lean Applied is established by practitioners whom are passionate in helping companies in ASIA to develop Lean and Six Sigma Methodologies to improve services, deliveries, and reduce cost.



Committed, Talented, and Passionate in knowledge application, Lean Applied group of professionals are not only able to deliver the bits and parcels of lean and Six Sigma training but also have the experience and knowledge in deploying Lean and Six Sigma for entire organization transformation.

Our Vision

"The LEADER of Productivity, Quality, and Innovative Management Consulting firm in the ASIA.

Our Values

INTEGRITY – We shall provide our customers in full honesty.

NOBLE – Making sure all associates demonstrate highest moral character.

TOLERANCE – At all times, we shall perform our duties with open mind and liberty.

ENTHUSIASTIC – We shall passionately deliver our promises.

ACTION – We walk the talk and talk the walk.



MAIN OFFICE (MALAYSIA):

Lean Applied Sdn Bhd

No 33 1&2, Jalan USJ 10/1D,
Taipan Business Centre,
Subang Jaya 47620,
Selangor, Malaysia.

Contact us at:



1 300 88 6 SIGMA (74462)



+603 5634 7091

UNITED ARAB EMIRATES :

Brighton-Lean Applied

Shared Solutions (BLASS)

Abdul Rahim Mahmud Tower,
M-003, Airport Street,
PO Box 144354

Abu Dhabi, United Arab Emirates

INDONESIA :

PT Lean Applied Indonesia

Menara Global, 22nd Floor
Jl. Jenderal Gatot Subroto, Kav. 27,
Jakarta Selatan 12950
Indonesia.



www.leanapplied.com



info@leanapplied.com

Program Details

Certificate

Certificate of Completion requires successful completion of in-class exercises along with 100% attendance of 2 days program.



How to Register

Visit our Lean Six Sigma Professional Certification Program web page at www.leanapplied.com/html/training.php or send an e-mail to sales@leanapplied.com or call **1 300 88 6 SIGMA (74462)**



Degree of Success

Whatever your professional dreams, you'll be a step ahead with ASQ certification programs offered through Lean Applied. These programs are immediately useful and relevant to the industry practice.

Visit our website at www.leanapplied.com to learn more.

Customized Programs

Our consultants and industry experts are available to collaborate with you by tailoring programs to meet your specific organizational needs and presenting them at a location of your choice.

For more information, contact us at **1 300 88 6 SIGMA (74462)** or sales@leanapplied.com