

Root Cause Analysis Course Brochure

1 Day Practical Workshop



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The Right Fit.....For You

This course is designed to give learners the tools and techniques needed to get to the root of problems they are faced with in the workplace and also helps them identify the nature of their successes.

This is a one-day course will give your team the skills needed to identify problems at their roots and provides the key tools and techniques needed to go about solving the problem before it escalates. Looking deeper to figure out what's causing the problem can help learners to fix the underlying systems and processes so that it goes away for good.

During the course you will learn about analysing root causes using Poka-Yoke - Mistake Proofing, Fishbone Diagrams, Genchi Genbutsu and we will introduce them to the A3 thinking system and problem solving methods.

Below you will find proposed course outline.

Our trainer can also work with you before the course to get your input and tailor the content as needed.

"Everyone thought Andrew was great and the course really developed their skills as internal trainers."

Dearbhla Casey, HR Manager, Irish Country Meats



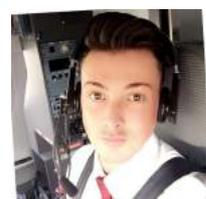
"We are all very happy with the training carried out last week & will definitely be in contact in the future"

Aoife O'Rourke, Key Account Manager, Tool & Plastic



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose DCM Learning

At DCM Learning we have a strong culture of working in long-term relationships with our clients. Although it's a bit of a cliché, we strongly believe that our client relationships are partnerships and that's the best way for our clients to get the best results.

Specific reasons to choose DCM:



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Experienced: We have many years' experience providing customised training programmes for small and large companies. Last year, we delivered onsite training with 521 companies.



Excellent Trainers: Our trainers combine professional training know-how with relevant experience in their chosen training field



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by the following national and international certification bodies.



You're in Good Company

We work with small and large companies, individuals, Government Agencies, Universities and blue chip companies such as Google, AIG, Glaxo Smith Kline, and Symantec, so you can have confidence in our ability to deliver the results you want to achieve.





Root Cause Analysis Training

COURSE OVERVIEW

This is a one-day course will give you the skills needed to identify problems at their roots and provides the key tools and techniques needed to go about solving the problem before it escalates. Looking deeper to figure out what's causing the problem can help learners to fix the underlying systems and processes so that it goes away for good.

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LEARNING OUTCOMES

By the end of the programme each learner will:

- Identify problems quickly as they arise
- Create detailed specifications of the problem
- Effectively brainstorm the causes
- Understand the structure of root cause analysis
- Use the problem-solving tools to collect and analyse data
- Document the problem, the root causes, and the recommended corrective/preventive actions

Below you will find a proposed course outline detailing all the topics covered on the training programme.



Course Content

TOPIC 1: PROBLEM IDENTIFICATION

- Understanding the strategies for fact gathering
- Tools & techniques for problem identification
- Benefits of Root Cause Analysis for long term improvement

TOPIC 2: PROBLEM DESCRIPTION

- Writing problem specifications
- Process Flow Charts and Cause and Effect Diagrams
- Pareto Charts

TOPIC 3: CAUSE ANALYSIS

- Poka-Yoke - Mistake Proofing
- Brainstorming Techniques
- 5Why's techniques
- Gemba Gembutsu
- Plan, Do, Check, Act

TOPIC 4: SOLUTION DEVELOPMENT

- The importance of working in teams when solving problems
- A3 problem solving techniques
- Developing a plan to implement the solution
- Taking corrective/preventive actions



Padraig McCabe

Training Associate

Padraig is a Trainer, Entrepreneur, Company owner and Business Development Engineer with 31 years global business experience in US and European OEM's, across various industries. He is passionate about effectively communicating, through the efficient use of engaging content, application of supporting technologies merged with polished & considered presentation.

Padraig has delivered training and workshops to personnel and organisations in China, Hong Kong, India, the UK, Scandinavia, Central Europe and to companies in 32 of the 50 USA states.

Padraig's training delivery approach is highly engaging and structure yet dynamic, affording the participant an opportunity to learn at every possible juncture that accumulates into a top-class learning experience.

Padraig's areas of expertise include Presentation Skills, Key Account Management and Lean Six Sigma.

Some of Padraig's qualifications and affiliations include:

- PCQI Practitioner & Quality Professional Practitioner from IRCA/ CQI
- Lead Auditor ISO 9001 -2018 with Kelma Group
- Lean Six Sigma Black Belt
- MIEI - Member Institute Engineers Ireland
- Advanced Member of Toastmasters International



Andrew Gibson

Training Associate

Andrew is an accomplished training consultant and coach with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. He has acquired the knowledge and skills of successful management and knows how to impart them to others. He has worked in training and development for over 15 years, helping people and organisations of all sizes and sectors achieve their goals.

Andrew's background in Behavioral Psychology means he is best placed to understand organizational change doesn't happen overnight and isn't always easy.

Andrew has over 10 years' experience training specifically in Project management including Prince2, PMI and Agile. He is an expert in Agile training, coaching and consulting in the rollout of Agile in organisations. He has an in-depth understanding of the practices and principles of Scrum and has successfully guided many organizations through the challenges of Scrum adoption.

Some of Andrew's qualifications and affiliations include:

- Honours degree in Psychology from Nottingham Trent University (NTU)
- Member of The British Psychological Society
- Higher Diploma (H. Dip) in Conflict Resolution
- PMI Agile Certified Practitioner (PMI-ACP)



Inhouse Training, One Size Doesn't Fit All.

Does your team need training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

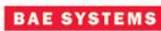
Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
Cost	€1,095 per day	€995 per day	€895 per day
Materials	Included	Included	Included
Travel Expenses	Included	Included	Included
Areas Covered	All Counties	All Counties	All Counties
Customisation	Course Customised	Course Customised	Course Customised
Survey	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
Account Management		Dedicated Account Manager	Dedicated Account Manager
Free Public Course		1 Free Place	3 Free Places
Public Course Discount		15%	25%



Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the
right course**

DUBLIN

☎ 01 5241338
✉ dublin@dcmlearning.ie
📍 Guinness Enterprise
Centre

CORK

☎ 021 2429691
✉ cork@dcmlearning.ie
📍 Atrium Business Centre
Blackpool Business Park

DROGHEDA

☎ 041 9865679
✉ drogheda@dcmlearning.ie
📍 24 Laurence Street
Co. Louth